

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

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

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

**Quantitative Results**

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

‘Would recommend’ percentage is calculated as follows:

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

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

‘Would not recommend’ percentage is calculated as follows:

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

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

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

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

	Ward / Unit	'Friends and Family Test' Response	Children and young person's FFT card completed by:  Patient  Parent / guardian / carer	Please can you tell us the main reason for the response you have given?  Would you mind telling us why you gave that answer?	What do you think was good about your stay?	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.  Please tick this box if you DO NOT wish your answers ever to be made public.
1	Acute Stroke Unit	Extremely likely		Whilst I have been in this ward, I have found the care excellent, the staff very caring & the ward beautifully clean & fresh.		None.	Female	over 65	White British	
2	Acute Stroke Unit	Extremely Likely		Nothing is too much trouble for all the staff.			Male	56-65	White British	
3	Acute Stroke Unit	Extremely Likely		Nice, friendly and capable staff.			Female	over 65	White British	
4	Acute Stroke Unit	Extremely Likely		The staff are brilliant, including non-medical.			Female	over 65	White British	
5	Capener Ward	Extremely likely		Friendly & caring staff, nothing too much trouble.						

6	Capener Ward	Extremely likely					Female	over 65	White British	
7	Capener Ward	Extremely likely								
8	Capener Ward	Extremely likely		The dedication of staff is second to none. As far as the food is concerned, it was so nice I ate more than usual and must go on a diet. It all made my stay a pleasure.		You can't improve on perfection.	Female	over 65	White British	
9	Capener Ward	Extremely likely		The staff were extremely helpful.			Female	over 65	White British	
10	Capener Ward	Extremely likely		Twice I have been a guest of Capener Ward & I still think that the service given by all the staff has been 100% care & attention. Thanks to them all.			Male	over 65	White British	
11	Capener Ward	Extremely likely		Wonderful, caring staff.			Female	over 65	White British	
12	Capener Ward	Extremely likely		The main reason - everyone very responsive & helpful. My grateful thanks!		None.	Female	over 65	Asian / Asian British	
13	Capener	Extremely		Friendly staff,			Male	56-65	White	

	Ward	likely		nothing too much bother.					British	
14	Capener Ward	Extremely likely		Very professional & caring.			Female	56-65	White British	
15	Capener Ward	Extremely Likely		All so friendly		Satisfied as it is	Female	over 65	White British	
16	Capener Ward	Extremely Likely		Cleanliness, quiet very helpful.		Favourably impressed as it is.	Female	over 65	White British	
17	Capener Ward	Extremely Likely		Staff were friendly, efficient and hardworking.		The ward very good but A&E poor, dirty and overcrowded, no cleaners on site!	Female	46-55	White British	
18	Capener Ward	Extremely Likely		All so friendly and helpful.		A holidaymaker very impressed by hospital.	Female	over 65	White British	
19	Capener Ward	Extremely Likely		Cannot be faulted.			Male	over 65	White British	
20	Capener Ward	Extremely Likely		Ward excellent, nothing too much trouble.		No - everyone doing their best.	Female	over 65	White British	
21	Capener Ward	Extremely Likely		Staff very friendly, without being too pushy, very tactful.		Appreciates the chance to speak to someone confidentially.	Female	over 65	White British	
22	Capener Ward	Extremely Likely		Answering questions on behalf of my Mother who is suffering with dementia. I cannot praise the ward enough for the wonderful care and kindness		No, absolutely not. The press we get is nothing like reality. Not been used to hospitals at all, I am so impressed, all explanations passed on to the oncoming staff in a very professional way. Impressed on behalf of our family, would like to thank all of the staff for the	Female	over 65	White British	

				shown, including being incredibly kind to us as relatives.		kindness and care shown.				
23	Capener Ward	Extremely Likely		The staff are all amazing. A. and C. have been great in caring for me.		Not really, on the whole all very good, one or two silly things that are not worth mentioning really as this is one very busy ward. The food is acceptable, very clean, nursing staff and doctors are 1st class.	Male	16-25	White British	
24	Capener Ward	Extremely Likely		As a visitor to Devon, I would like to say I am amazed at the quality of care I am receiving. Wonderful people, truly wonderful.		No. I do not think you can improve on perfection. This is of course my opinion. The staff never stop, a credit to the hospital and themselves. I just did not expect to be in here while on holiday. A silly fall, a broken hip and here I am In hospital. So a big thank you for everything.	Male	over 65	White British	
25	Capener Ward	Extremely Likely		The nursing staff are angels, amazing, dedicated people.		No. How lucky we are to have such a wonderful hospital, along with such superb, professional care and treatment. A huge thank you to everyone concerned.	Female	over 65	White British	
26	Capener Ward	Extremely Likely		Caring and professional in their work -			Female	over 65	White British	

				including non-medical staff.						
27	Capener Ward	Extremely Likely		Giving good care all round, both medical and non-medical.			Female	over 65	White British	
28	Capener Ward	Extremely Likely		Pleasant and helpful staff.			Female	over 65	White British	
29	Capener Ward	Extremely Likely		The staff are so caring and attentive.			Female	over 65	White British	
30	Capener Ward	Extremely Likely		Excellent service from all the staff.			Female	56-65	White British	
31	Capener Ward	Extremely Likely		Clean and tidy. Helpful staff.			Male	over 65	White British	
32	Capener Ward	Extremely Likely		The staff are very helpful and friendly, including non-medical.			Male	over 65	White British	
33	Capener Ward	Extremely Likely		No complaints. Excellent treatment. Very attentive staff.			Male	over 65	White British	
34	Capener Ward	Extremely Likely		All staff have been excellent, including non-medical.			Male	46-55	White British	
35	Capener Ward	Unlikely		Response negative because has been waiting all morning for attention for his feet.		No major problems but responses very much influenced by failure to respond this morning.	Male	over 65	White British	

36	Caroline Thorpe Ward	Extremely Likely		Friendly service.		No	Male	Under 16	White British	
37	Caroline Thorpe Ward	Extremely Likely		Everyone has been lovely, looked after me as well as mother, so impressed.		We are holidaymakers. Absolutely wonderful care and attention shown. A. has been a true gem. Also, the nurse overnight H. - L. was scared but H. settled her in no time with her kindness. Also, provided me with a bed for the night. The staff here are just fabulous.	Female	Under 16	White British	
38	Caroline Thorpe Ward	Extremely Likely		Absolutely brilliant. Second time here in two weeks - wonderful care from wonderful people.		Sorry, none. Absolutely brilliant from the first hour of admission. Thank you to you all.	Female	Under 16	White British	
39	Caroline Thorpe Ward	Extremely Likely		The ward has been very, very good. Excellent care.		No. To be honest, very impressed by the care received. Our only issue would be the time in A&E - arrived by ambulance at 6.30pm. The first x-ray missed the break. The second x-ray picked up a broken pelvis in two places. Lack of communication and time between diagnosing problem. Our son was in absolute agony and finished up by not getting	Male	Under 16	White British	

						onto the ward until around 3.00am. But Caroline Thorpe Ward is spot on. It was the consultant on Caroline Thorpe Ward that picked up the break. Thank goodness he was on duty and on the ball.				
40	Caroline Thorpe Ward	Extremely Likely		Cannot fault it, wonderful, caring and kind staff. Look after us as parents as well.		No. Fantastic ward, fantastic doctors, nurses, Sodexo staff. Always a smile and a kind word - very professional people.	Male	Under 16	White British	
41	Caroline Thorpe Ward	Extremely Likely		A high level of care. They keep us well-informed. The staff are great.		All good.	Female	Under 16	White British	
42	Caroline Thorpe Ward	Extremely Likely		Swift service, good facilities.		Lovely ward.	Female	Under 16	White British	
43	Caroline Thorpe Ward	Extremely Likely		Staff brilliant.		All good.	Female	Under 16	White British	
44	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	My little girl had the most wonderful nurses and she was very well looked after. Thank you all for keeping my baby safe xx.	The care.	N/A.	Female	6-8	White British	
45	Caroline Thorpe	Yes, I do	Parent / guardian /	Consultants, doctors, nurses,	Doctors' communication	Nothing. Thank you.	Male	6-8	White British	

	Ward		carer	trainees and cleaners & porters all fantastic. Made us all feel safe and welcome. Invaluable when so stressed over 6 year olds health. Thank you.	with 6 year old.					
46	Caroline Thorpe Ward	Yes, I do	Patient & Parent / guardian / carer	Great staff - polite, informative and very helpful. Ward has a great atmosphere, calming and reassuring.	As a breastfeeding parent - promoted privacy and dignity. Very well looked after both baby and parent.	Nothing - very happy.	Male	under 6	White British	
47	Caroline Thorpe Ward	Yes, I do	Patient	It is very friendly and I feel comfortable here. You also made me very comfortable and now I am not as scared as I was before.	The bed and the TV.	Nothing.	Female	6-8	White British	
48	Caroline Thorpe Ward	Yes, I do	Patient	S has been made to feel safe. Comfortable and confident in the care she received. Helpful staff 24/7. S. thinks her bed is cool and wants to take it home!	S. said the nurses, doctors were super cool and friendly. She felt safe.	S. said it was cool that mum had a bed too, because if mum had to go home, she would have cried.	Female	9-11	White British	

49	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Excellent treatment, put us a ease straightaway, excellent with our 18 month old. Thank you.	Kept informed fully.		Male	under 6	White British	
50	Caroline Thorpe Ward	Yes, I do		Everyone was really helpful.	Everyone helped.	N/A.	Male	under 6	White British	
51	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Very pleasant for children.	How they explained things to our son so he knew what was happening.		Male	9-11	White British	
52	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	All staff have communicated with us very well + really looked after our little boy.		Nothing.	Male	under 6	White British	
53	Caroline Thorpe Ward	Yes, I do	Patient	Because you get a lot of care, the staff are amazing and you get 100% support.	The staff are always making you laugh.	Wifi!!	Male	12-15	White British	
54	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Staff very helpful, friendly & explain things well, followed things up very well, picked up he'd fractured pelvis when A&E did not which we were very grateful	Nothing too much trouble, patient was always asked about pain levels & kept pain to a minimum, very important to us.		Male	12-15	White British	

				for.						
55	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	So friendly. Put my daughter at ease and made her feel happier with her first time in hospital.	Everything - care received was brilliant.	Nothing - all was brilliant.	Female		White British	
56	Caroline Thorpe Ward	Yes, I do		The staff are fantastic, the facilities are modern, light & airy and the food is very good.	That the staff really helped me by making sure my 7 month old can stay with me & my poorly 5yr old.	Made the curtains into blackout ones! They are too thin and in the summer it gets light in the room too early.		under 6	White British	
57	Caroline Thorpe Ward	Yes, I do		Because the doctors are lovely.	The nurses were lovely especially S.	Nothing.	Male	9-11	White British	
58	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Lovely, helpful staff you can put your trust in entirely! Never made to feel a nuisance no matter how many questions we ask.	All staff are fantastic. The food + hygiene are brilliant too.	Nothing.	Female	under 6	White British	
59	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Very friendly & professional staff. Nice looking ward. Took blood without hurting baby.	Was seen to quickly. Given a cup of tea. Lots of info given.		Female	under 6	White British	
60	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	The staff couldn't have been kinder to us or our son.	Children's ward staff were excellent. Playroom facilities	Insist on headphones on electronic equipment after 7pm.	Male	under 6	White British	

				Nothing was too much bother for them. The care was top class. Super attentive.	were beautifully organised & maintained. The food staff on ward handled his dietary requirement very well.					
61	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Staff very friendly.	Friendly staff. Clean ward. Kept well informed of plan.		Male	under 6	White British	
62	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer		Efficient & friendly staff.	To be seen faster.		under 6	White British	
63	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Because the staff, care and all people that we came in contact with were superb!	General very good care.	Nothing.	Male		White British	
64	Caroline Thorpe Ward	Yes, I do	Patient	Our experience has been really positive. The staff have been amazing. Very efficient and caring.	The stay was relatively stress-free- thanks to the fantastic staff members.	Nothing - I was very happy with the service provided.	Male	9-11	White British	
65	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	The amount of time give and help received to understand everything.	The level of care received.		Male	under 6	White British	
66	Caroline Thorpe Ward	Yes, I do	Patient & Parent / guardian /	The care on this ward has been exceptional. All	Lovely nurses, doctors and care staff who are	Nothing! Just keep up the fantastic work!	Female	12-15	White British	

			carer	the staff are so friendly and understanding of patients' needs and illnesses. Thank you for looking after us and making S. stay here bearable!	always on hand to help. The beds are very comfy and I will miss the beds. I felt safe.					
67	Caroline Thorpe Ward	Yes, I do	Patient				Female	12-15	White British	I DO NOT wish my anonymised comments to be made public
68	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Because you all cared about my child and very gentle & soothing.	The people who work here – so, so caring – K. loved A., professional, skilled and reassuring – Thanks.	Lack of physiotherapists on Saturday - ward team did their best but physio didn't seem to [illegible].	Female	9-11	White British	
69	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Took good care of baby. Happy with everything.						
70	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer				Male	12-15	White British	I DO NOT wish my anonymised comments to be made public
71	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Because everyone is helpful.	They made T. feel relaxed.		Male	12-15	White British	
72	Caroline Thorpe Ward	Yes, I do		The staff are always friendly and helpful.	We finally got to take him off medicine he had been on since birth.	Nothing.	Male	under 6	White British	

73	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer				Male	under 6	White British	I DO NOT wish my anonymised comments to be made public
74	Caroline Thorpe Ward	Yes, I do	Patient & Parent / guardian / carer	Kind staff - was patient birthday so they decorated bed & gave him a present. Patient said 'cool playroom'.	Everything apart from being ill!		Male	under 6	White British	
75	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	The care has been excellent, you never want to go to hospital, but when you have to the care here has been great. Thank you.	The care & attention.		Male	9-11	White British	
76	Caroline Thorpe Ward	Maybe I do	Patient				Female	16-Dec	White British	I DO NOT wish my anonymised comments to be made public
77	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Very friendly staff. Always smiling and happy to help. Excellent playroom and other distractions for bored children.	Making us feel welcome and very friendly.	Maybe a bit more to offer for older children.	Female	9-11	White British	
78	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Friendly and very comforting.	Staff friendliness.	Nothing.		6-8	White British	

79	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	We were treated with kindness & respect. All of our needs were taken care of. Paediatric team instilled trust + were very thorough. A positive experience given the circumstances.	Friendly, knowledgeable staff. Personal touch. Clean + comfortable. Everything very well explained.	Only thing was hardly any showers were working but staff helped sort it out!	Female	under 6	Asian / Asian British	
80	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	The nurses were fantastic and explained all aspects of care throughout. They were great with our baby and treated her in a timely manner. The doctors also kept us informed and initiated prompt investigation + treatment. The nurses also looked after mum really well! Thanks.	Good communication + also made us aware what to do in the future. Quick initiation of investigations + treatment, kind and empathetic to our baby + us.	Nothing.	Female	under 6	White British	
81	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Staff approachable and attentive.	Good ward for keeping children occupied.	Nothing springs to mind.	Male	6-8	White British	
82	Caroline Thorpe	Yes, I do	Parent / guardian /	Great service, very well looked after.	The service we received.	N/A.	Female	under 6	White British	

	Ward		carer							
83	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	T. has been amazing looking after my daughter, kept her calm when she was worried. Huge thanks to everyone.	Lovely, friendly staff.	Nothing.	Female	9-11	White British	
84	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Staff are fantastic!! Made treatment so much easier for my 1 year old. Always around for questions and help. Great support as well.	Staff are amazing. Toy room is fantastic. Room clean & tidy.	Nothing.	Female	under 6	White British	
85	Caroline Thorpe Ward	Yes, I do	Patient	Friendly, attentive and handled F.'s condition, especially with being diagnosed with VOGM, very well. Sometimes would like nurses to put more faith in my judgement - minor criticism only. Many Thanks.	This time was short & sweet.	Nothing this time - perfect.	Male	under 6	White British	
86	Caroline Thorpe	Yes, I do	Patient	I choose yes because the	Comfy beds and very nice nurses.	Nothing.	Female	9-11	White British	

	Ward			nurses here are very nice and helpful.						
87	Fortescue Ward	Extremely likely						over 65	Mixed / Multiple ethnic groups	
88	Fortescue Ward	Extremely likely		My mum had excellent care. Everybody was wonderful.		None needed.	Female	over 65	White British	
89	Fortescue Ward	Extremely Likely		The staff are wonderful - C. is a darling. Wonderful people.		Difficult as far as I am concerned. Nothing more could have been done to help me and the patients around me. C. is my Olympic gold medallist - to be honest, not just C. but all the staff are gold medallists.	Female	over 65	White British	
90	Fortescue Ward	Extremely Likely		As the patient's daughter, I feel my mother is being well cared for.		No. The care for mum has been good. As we live away, we are concerned about her discharge but we will address that when needed.	Female	over 65	White British	
91	Fortescue Ward	Extremely Likely		The staff are polite and courteous.			Male	over 65	White British	
92	Fortescue Ward	Extremely Likely		The medical staff are very good and helpful.			Female	over 65	White British	
93	Glossop Ward	Extremely likely		Doctors, staff.			Female	over 65		

94	Glossop Ward	Extremely likely		All staff, including Sodexo staff have been professional and friendly.			Male	over 65		
95	Glossop Ward	Extremely likely		Everyone was very helpful & kind.				over 65		
96	Glossop Ward	Extremely likely					Female	56-65		
97	Glossop Ward	Extremely likely		Nurses + HCAs are friendly and very helpful. Would be better if more than one Dr involved in a patients care, could talk to each other to avoid confusing patients.			Female	over 65		
98	Glossop Ward	Extremely likely		All the medical and nursing staff have been brilliant. The care and devotion shown to myself is outstanding, eternally grateful to everyone. Brilliant - from a visitor to the area.			Male	56-65		
99	Glossop Ward	Extremely likely		V. nice.			Female	36-45		
100	Glossop Ward	Extremely likely					Male	over 65		

101	Glossop Ward	Extremely likely		Excellent care and attention. Excellent, professional medical services.			Male	over 65		
102	Glossop Ward	Extremely Likely		Whatever I have needed or asked for the wonderful staff, although extremely hardworking, always seem to be there when needed.		Very difficult, I just go with the flow, the hospital always give their best at all times, surely cannot ask for more than that.	Female	56-65	White British	
103	Glossop Ward	Extremely Likely		The staff really, every one of them, from Sodexo to consultants – brilliant, doing all they can possibly do to help restore health.		Not really. What more can you do? We come in seeking help and you do your best within your capabilities of making us better to get on with our lives. Obviously people have different expectations of the NHS and our hospital, but personally I do not have a problem. .	Female	56-65	White British	
104	Glossop Ward	Extremely Likely		Cannot fault the ward, incredible hardworking staff.		Up to the present no, everything, and I do mean everything is fine.	Male	over 65	White British	
105	Glossop Ward	Extremely Likely		Although obviously rather be home, the staff have all been there when		No, all has been brilliant, it is a hospital, not a hotel after all.	Female	over 65	White British	

				required. My word they never stop.						
106	Glossop Ward	Extremely Likely		Very attentive, caring staff to our disabled daughter, marvellous care and kindness shown to her and to me as a parent. 10 out of 10. I do include the wonderful housekeeping staff.		Clinically superb. It would be great if someone in the hospital could do sign language as that is all our daughter understands.	Female	16-25	White British	
107	Glossop Ward	Extremely Likely		All staff are very understanding, all lovely, kind people.		Very busy ward, but all in clean, good food, TV expensive - ridiculous the way your time runs down while not watching. How the devil elderly patients can afford / be expected to afford I don't know. Thank you all of you.	Female	46-55	White British	
108	Glossop Ward	Extremely Likely		The staff are excellent, all such hard workers, always a kind word, always ready to help.		In my opinion, all is good, clean, tidy, food ok. A bit noisy at times, but that is understandable.	Female	over 65	White British	
109	Glossop Ward	Extremely Likely		Just wonderful people I guess doing their best. Nothing is too		No. What do people expect? It is a hospital not a hotel.	Female	over 65	White British	

				much trouble for them.						
110	Glossop Ward	Extremely Likely		These girls are amazing. What would we do without them? There is a young student nurse on the ward. What a star she is as well.		No. Seems good care so far, I have on-going problems, so in and out of hospital a lot, I have never had an issue with our hospital.	Male	over 65	White British	
111	Glossop Ward	Extremely Likely		Quality, professional staff.		My only issue is the cost of the TV - very expensive if a long-term patient. Otherwise, a very good ward.	Male	over 65	White British	
112	Glossop Ward	Extremely Likely		Just the staff. They are all just so kind and caring.		No. All clean, good food (could sometimes be hotter). The medical care is excellent.		over 65	White British	
113	Glossop Ward	Extremely Likely		Very kind - all of the people from cleaners to doctors.		Sometimes the communication between doctors is not good. I have told you I don't like steroids but, as you have just witnessed, they still try to make me take them. I will refuse them as I await my blood transfusion.	Male	over 65	White British	
114	Glossop Ward	Extremely Likely		The staff are absolutely brilliant - would not be here without them.		Absolutely not - lifesavers all of them.	Male	56-65	White British	

115	Glossop Ward	Extremely Likely		Everyone is wonderful. My first time in hospital - very impressed.		No. As a visitor to the area, I want to say a huge thank you to all of the staff for your kindness and care.	Male	26-35	White British	
116	Glossop Ward	Extremely Likely		Not been in hospital very often. Very impressed by the care given to me.		Not really. I am very impressed actually. Spotlessly clean and the food is ok. The nurses are superb.	Female	over 65	White British	
117	Glossop Ward	Likely					Female	over 65		
118	Glossop Ward	Likely					Female	56-65		
119	Glossop Ward	<b>Not entered</b>		Very little experience of hospital care fortunately. Therefore it is difficult to compare.				over 65		
120	Intensive Care Unit	Extremely Likely		The total dedication and care that I have received from these so professional people is beyond words, way, way way over and above expectations.		Extremely difficult. More than happy with all of the care I have received from these wonderful 'life-saving' people, spotless clean, food is good. May I suggest something (not a criticism) just an idea is there some type of plastic whatever that could have a nice cheerful pattern / picture on it as to look at	Female	over 65	White British	

						the grey windows, can be a bit depressing at times (I do stress this is not a complaint, just a comment / thought for future patients ). A huge thank you to all concerned.				
121	King George V Ward	Extremely likely		The nurses team have [illegible] lovely and brilliant, so clean & tidy in the wards. Just a lovely group of trained professionals.		Nope.	Female	26-35	White British	
122	King George V Ward	Extremely likely		The nursing staff are extremely kind and very helpful. Nothing is too much trouble.		I have no other suggestions to make. Everything very satisfactory.	Female	over 65	White British	
123	King George V Ward	Extremely likely		Because of the care I was given excellent.			Female	over 65	White British	
124	King George V Ward	Extremely likely		Staff friendly and helpful although some shifts extremely over worked it did not however interfere with my care. Food excellent. Although a painful		More staff available when busy, would really help both patients & staff.	Female	56-65	White British	

				stay, the experience was good.						
125	King George V Ward	Extremely likely		My first day with Sophie was 11 hours long. The care S. was shown was marvellous considering S. can be quite difficult at times, staff were considerate, kind + confident in the care they gave her. The environment was calm - happy and very relaxed + clean and I was also looked after by the staff, bringing me drinks when I needed them. Excellent nothing was too much trouble. xxxxx.			Female	56-65	White British	
126	King George V Ward	Extremely likely		I have been looked after by staff very well.		Nope.		26-35	White British	
127	King George V Ward	Extremely likely		I was treated extremely well, questions answered and			Female	over 65	White British	

				dignity maintained.					
128	King George V Ward	Extremely likely		Nursing staff have listened and taken time to understand our concerns. Special mention of S.R. who never stops working, is very kind and caring and nothing is too much for her.		Ensure doctors talk to patient rather than junior doctors and don't give the impression they are in too much of a hurry to explain surgery etc.			
129	King George V Ward	Extremely likely		The nurse S.R. she is wonderful she is kind and considerate and goes above and beyond. She is always happy and makes us feel better even when we're not. She is amazing. All the nurses have been brilliant [illegible].		Stop the bleeping! Drs need to pay attention to patients rather than talking amongst themselves.			
130	King George V Ward	Extremely likely		Because everyone including the 'pen pushers' were helpful, friendly and understanding.		Please sell fig prunes in your shop.	Female	46-55	White British
131	King	Extremely		Very professional				over	

	George V Ward	likely		staff, very kind & caring, food 'unexpectedly' good. Only a short but happy stay. Thank you.				65		
132	King George V Ward	Extremely likely		Well treated always.		But more information at times when medicine will be ready.	Female	over 65	White British	
133	King George V Ward	Extremely likely		Staff really looked after me very well & so easy to talk to.			Female	56-65	White British	
134	King George V Ward	Extremely likely		Everybody was kind and friendly.			Female	over 65	White British	
135	King George V Ward	Extremely likely		I have been in this hospital many times and always been treated with care and consideration.			Female	over 65	White British	
136	King George V Ward	Extremely likely		I have been treated with such care & kindness & have felt safe & happy at all times & even happier to be going home pain free.		More hot drinks please.	Female	over 65	White British	
137	King George V Ward	Extremely likely		Staff listened, clean, someone always around,			Female	36-45	White British	

				helpful, respectful.						
138	King George V Ward	Extremely likely		All staff very caring, friendly and very willing to help always.		Service is already excellent.	Female	over 65	White British	
139	King George V Ward	Extremely likely		Friendly nurses, clean rooms, tidy ward, felt very at ease. Nothing was too much.			Female	16-25	White British	
140	King George V Ward	Extremely likely		Staff lovely, total 100% care. Nothing any trouble.		None.	Female	over 65	White British	
141	King George V Ward	Extremely likely		Very friendly staff, clean ward.			Female	26-35	White British	
142	King George V Ward	Extremely likely		Came in with I. who was admitted for end of life care. The staff were so friendly, helpful and very caring for I. and myself.		No, the service was excellent.	Female	over 65	White British	
143	King George V Ward	Extremely likely					Female	56-65	White British	
144	King George V Ward	Extremely likely		Staff all friendly and happy. Will do anything in their power to make you feel a lot better in yourself.		Keep doing what you are doing now.	Female	56-65	White British	

				1 of the best wards I have been on.						
145	King George V Ward	Extremely likely					Female	46-55	White British	
146	King George V Ward	Extremely likely		I can't thank you all enough - the care everywhere in the hospital has been wonderful. You are all amazing xx.		It couldn't have been any better.	Female	46-55	White British	
147	King George V Ward	Extremely likely		Everyone was so kind & caring. It is a wonderful ward. Thank you once again.			Female	over 65	White British	
148	King George V Ward	Extremely likely		Staff very friendly and kind - from cleaner up to nurses + doctor. Clean + tidy.			Female	36-45	White British	
149	King George V Ward	Extremely likely		Very hospitable stay on this ward with friendly working staff.		Bright lights at night I do not like.	Female	over 65	White British	
150	King George V Ward	Extremely Likely		The staff are so kind, attentive and so professional.		Absolutely not. Praise yes. Sodexo staff, S., the other young lady, and the young man they are so kind, always a smile, a kind word etc. Not to mention the	Female	56-65	White British	

						wonderful nursing staff and dedicated doctors. Thank you to you all.				
151	King George V Ward	Extremely Likely		Staff all so kind and friendly. Nothing is too much trouble.		No, all very good thank you, very clean, food acceptable so far. It is the wonderful hardworking staff. They are so good.	Female	46-55	White British	
152	King George V Ward	Extremely Likely		Clean, caring staff, all good, very good actually.		No, to be honest everything is fine.	Female	46-55	White British	
153	King George V Ward	Extremely Likely		100% fabulous care, nothing is too much trouble for any of the staff. Healthcare assistance S.R. is a gem.		Everything is wonderful, the staff are so kind, take away any worries you have, lovely people, spotless clean ward.	Female	over 65	White British	
154	King George V Ward	Extremely Likely		Always the staff, they are truly wonderful. So hardworking but nothing is any bother to them. Brilliant people.		No, all good thank you. Wonderful care and treatment from wonderful caring staff.	Female	26-35	White British	
155	King George V Ward	Extremely Likely		Came from High Dependency to this ward last night. The staff are absolutely fantastic. All so kind and caring.		No, only to thank all of the staff in both High Dependency and King George V. Wonderful, hardworking people.	Female	over 65	White British	
156	King	Extremely		The ward is		How can these wonderful	Female	56-65	White	

	George V Ward	Likely		fabulous, such dedicated, professional people All so kind and caring.		people do anymore? So hardworking, rushed off their feet. True saying: 'angels'.			British	
157	King George V Ward	Extremely Likely		Excellent service from all staff.			Female	over 65	White British	
158	King George V Ward	Extremely Likely		Friendly and helpful ward, very clean.		Bathroom needs shelving or hooks, toilet roll holder too far away.	Female	56-65	White British	
159	King George V Ward	Extremely Likely		Friendly staff and a clean ward.			Female	36-45	White British	
160	King George V Ward	Extremely Likely		Well treated by all staff.			Female	16-25	White British	
161	King George V Ward	Extremely Likely		A clean ward and well looked after by all the staff.		The food is boring - a change in the menu is recommended. The TV is too expensive.	Female	56-65	White British	
162	King George V Ward	Extremely Likely		All friendly.		The TV too expensive and a separate room to relax in away from the bay is needed.	Female	36-45	White British	
163	King George V Ward	Extremely Likely		Clean ward. Friendly staff - very caring.			Female	over 65	White British	
164	King George V Ward	Extremely Likely		All the staff are efficient and the ward is clean.			Female	over 65	White British	
165	King George V	Extremely Likely		Very friendly and welcoming staff.			Female	36-45	White British	

	Ward									
166	King George V Ward	Extremely Likely		Well looked after.		The doctors appear elusive when carer (daughter) is in the ward.	Female	over 65	White British	
167	King George V Ward	Extremely Likely		Clean ward, friendly staff.			Female	26-35	White British	
168	King George V Ward	Extremely Likely		A nice, quiet ward with friendly staff.			Female	over 65	White British	
169	King George V Ward	Extremely Likely		All the staff are friendly and welcoming, including non-medical.		Perhaps another look at vegetarian options.	Female	over 65	White British	
170	King George V Ward	Extremely Likely		Very friendly staff.		More patient information would be helpful.	Female	36-45	White British	
171	King George V Ward	Likely				Put the price of TV down - £10 a day is shameful.		56-65	White British	
172	King George V Ward	Neither likely nor unlikely		Understaffed but staff that are on are very caring and do their best. I don't think this is just this hospital. I think is a problem countrywide.		More nurses. They don't have time to do everything they need to do one shift is always apologising to the next for things they couldn't get done.	Female	36-45	White British	
173	King George V Ward	<b>Not entered</b>		Because everyone is so kind and friendly. Spot on.		None.	Female	over 65	White British	
174	Lundy	Extremely		Excellent care. V.			Male	over	White	

	Ward	likely		well informed. Good team night & day, v. helpful & caring.				65	British	
175	Lundy Ward	Extremely likely		All the staff are really friendly + attentive. If you have any issues, they will happily solve them for you.			Male	16-25	White British	
176	Lundy Ward	Extremely likely		Excellent quality of care in a very comfortable side room. A bit noisy form time to time - but that's to be expected on a busy ward.		No. Just maintain the efficient and friendly standards you are setting.	Male	over 65	White British	
177	Lundy Ward	Extremely likely		NHS. in crisis? Not on Lundy Ward. I cannot rate the care & consideration shown by the staff. Highly excellent.			Male	over 65	White British	
178	Lundy Ward	Extremely likely		Professional, caring treatment by all the staff. Medical, nursing and support.			Male	over 65	White British	
179	Lundy	Extremely					Male	over	White	

	Ward	likely						65	British	
180	Lundy Ward	Extremely likely		Although I live in East Devon and usually visit RD&E, Exeter I find north Devon far more friendly and accessible. I was brought here by ambulance whilst on holiday but will continue to have my follow up treatment here even though I could be moved to RD&E.			Male	46-55	White British	
181	Lundy Ward	Extremely likely		Because I've been well looked after by all the staff here, thanks.			Male	56-65	White British	
182	Lundy Ward	Extremely likely				Better food. Sorry, I'm a chef.	Male	46-55		
183	Lundy Ward	Extremely likely		Polite, friendly staff that no step is to far for them to help you out.		Nursing staff are amazing but you can tell they are stretched with workloads.	Male	36-45	White British	
184	Lundy Ward	Extremely likely		Just the best.		Free TV.	Male	over 65	White British	
185	Lundy Ward	Extremely likely		The care and attention given is top class and the atmosphere is			Female	over 65	White British	

				great.						
186	Lundy Ward	Extremely likely		Very friendly and helpful, nothing is too much trouble, ward is very clean and tidy everything runs very efficiently.			Male	56-65	White British	
187	Lundy Ward	Extremely likely		Looked after very well.		Nothing could be improved. Good food.	Male	over 65	White British	
188	Lundy Ward	Extremely likely		Staff are compassionate and caring (especially E,). Sodexo staff are very good.		Wifi could be improved?	Male	56-65	White British	
189	Lundy Ward	Extremely likely		Friendliness of the staff.			Male	over 65	Asian / Asian British	
190	Lundy Ward	Extremely likely		Very caring, professional staff, thanks all x.			Male	46-55	White British	
191	Lundy Ward	Extremely likely		Very friendly & helpful.			Male	26-35	White British	
192	Lundy Ward	Extremely likely		My appreciation for the care I have received; also it is my duty.			Male	over 65	White British	
193	Lundy Ward	Extremely likely					Male	46-55	White British	
194	Lundy Ward	Extremely likely		General & special attention, willing to help despite		Long wait for medication prior to leaving.	Male	over 65	White British	

				some patients think it's their hotel. All staff across whole spectrum (except may I say who come from agencies). Thank you all.						
195	Lundy Ward	Extremely likely		Super care from all staff - treated well and personal care respected. Night-time was noisy but couldn't be helped. Staff were always busy I guess for financial reasons but staff morale may suffer if work pressure continuous 24/7.		Could NHS [illegible] wifi be extended? It was available in ED but not on Day Surgery (seemed there but didn't work) and not at all on Lundy. As no good mobile signal this would have aided messages to the family & reduced calls via ward (TV / phone was not functioning).	Male	56-65	White British	
196	Lundy Ward	Extremely likely		Friendly staff, important to have own room / WC. I cannot thank all the staff enough. They have been so pleasant and informative.			Male	56-65	White British	
197	Lundy Ward	Extremely likely		Great nursing care - attentive, patience. Lots for them to do, always		More on a bank holiday. Example scans.	Male	46-55	White British	

				smiling though.						
198	Lundy Ward	Extremely likely		Professionalism, knowledge, friendliness of staff [Illegible]this is a general NHS question but as worded suggests one has a choice of which ward to go on. Clearly not the case (esp. in 999 cases). A better wording might be: did the level of healthcare you received match your expectations? If not - why not?		A white board with the proposed sequence of investigations to be undertaken, updated accordingly, improved communications in case of patient forgetfulness!	Male	over 65	White British	
199	Lundy Ward	Extremely likely		Was looked after very well. Was kept informed all the way through.			Male	36-45	White British	
200	Lundy Ward	Extremely Likely		Treatment has been first class.			Male	over 65	White British	
201	Lundy Ward	Extremely Likely		Helpful staff, care been good .			Male	36-45	White British	
202	Lundy Ward	Extremely Likely		Staff friendly and helpful			Male	56-65	White British	
203	Lundy Ward	Extremely Likely		Friendly staff.			Male	26-35	White British	
204	Lundy	Extremely		First class staff,			Male	56-65	White	

	Ward	Likely		friendly, had an excellent service from A&E.					British	
205	Lundy Ward	Extremely Likely		Treatment has been excellent.			Male	over 65	White British	
206	Lundy Ward	Extremely Likely		Good, friendly staff, this includes non-medical .			Male	over 65	White British	
207	Lundy Ward	Extremely Likely		Friendly staff.		More nurses required.	Male	over 65	White British	
208	Lundy Ward	Extremely Likely		Staff are very obliging, service has been good.			Male	over 65	White British	
209	Lundy Ward	Extremely Likely		Friendliness of the staff.			Male	over 65	White British	
210	Lundy Ward	Extremely Likely		Excellent service by all staff.			Male	over 65	White British	
211	Lundy Ward	Extremely Likely		Very friendly and helpful staff.		Waiting time to see a doctor takes a little longer than necessary.	Male	over 65	White British	
212	Lundy Ward	Extremely Likely		Nice to have a side room.		To be informed better on what's going on.	Female	16-25	White British	
213	Lundy Ward	Extremely Likely		All have been very kind and patient.			Male	56-65	White British	
214	Lundy Ward	Extremely Likely		The staff are great and pleasant - nothing is too much for them.			Male	over 65	White British	
215	Lundy Ward	Extremely Likely		Good service by all the staff.			Male	over 65	White British	
216	Lundy Ward	Extremely Likely					Male	over 65	White British	
217	Lundy	Extremely		Been so good -		Keep listening to the	Male	56-65	White	

	Ward	Likely		nothing is too much trouble.		patient.			British	
218	Lundy Ward	Extremely Likely		The staff are hardworking and friendly towards the patients.		Change all wards to single occupancy space.	Male	over 65	White British	
219	Lundy Ward	Extremely Likely		The staff are very good, including non-medical staff.			Male	over 65	White British	
220	Lundy Ward	Extremely Likely		Fantastic and friendly staff.			Male	over 65	White British	
221	Lundy Ward	Extremely Likely		Treated with respect by all staff members.		Perhaps at night the staff could be a little quieter.	Male	over 65	White British	
222	Lundy Ward	Likely		High quality care, friendly and approachable staff.			Male	26-35	White British	
223	Lundy Ward	Likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
224	Lundy Ward	Likely		Well looked after by all.			Male	over 65	White British	
225	Lundy Ward	Likely		Friendliness of staff			Female	46-55	White British	
226	Lundy Ward	Unlikely		Lack of communication between consultants and staff. Understaffed on the ward.			Male	56-65	White British	
227	Staples	Extremely		Very specialist		Not really. Everything is	Male	over	White	

	Ward	Likely		ward, looked after by very special people.		lovely, clean, excellent food. The staff are so kind to me. I hope I can manage when I go home.		65	British	
228	Staples Ward	Extremely Likely		Everything really. Yes, everything.		I live alone in Bideford - not sure what will happen.	Male	over 65	White British	
229	Tarka Ward	Extremely likely		Staff are always ready to listen and help, - and share a laugh, thank you.			Female	over 65	White British	
230	Tarka Ward	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
231	Tarka Ward	Extremely likely		I felt very well cared for and non-patronised. All staff from all departments were full of empathy.			Female	over 65	White British	
232	Tarka Ward	Extremely likely		The standard of care and professionalism that I was given cannot be faulted. All the staff were warm and compassionate whilst being extremely observant in the carrying out of their duties. As			Female	over 65	White British	

				well as the nurses and heads of wards, Sodexo staff deserve a mention for their helpfulness.						
233	Tarka Ward	Extremely likely		The staff are very dedicated & professional, also showing a very friendly side which I think helps a great way towards your recovery. God bless you all as you continue to help & support others. Much love & respect.		Not at all.	Female	over 65	White British	
234	Tarka Ward	Extremely likely		A well-run ward, I was always kept well-informed, staff very helpful and always on top of the job.		Food very good, catering staff very helpful, toilet & shower room very poor design - waste bins impossible to use - foot operated.	Male	over 65	White British	
235	Tarka Ward	Extremely likely		The quality of the treatment. The care and kindness shown to me by all the staff.				over 65		
236	Tarka Ward	Extremely likely		Excellent care thank you all.			Male	over 65	White British	
237	Tarka	Extremely		Really clean and		Free wifi, to check toilets /	Male	26-35	White	

	Ward	likely		tidy, spacious rooms. If any problems then they are sorted out quickly.		shower room in the morning for any overnight accidents.			British	
238	Tarka Ward	Extremely likely		The care, consideration & cheerfulness with which I have been treated has been wonderful. Everyone from my surgeon (Mr A.) to the full nursing care etc. have been marvellous. I cannot thank you enough.			Female	over 65	White British	
239	Tarka Ward	Extremely likely		All the staff have been wonderful.		Re-word this form so that it makes sense.	Female	over 65	White British	
240	Tarka Ward	Extremely likely		Staff were very professional and caring. Catering staff could smile as the food was lovely. Thank you. *		See *	Female	over 65	White British	
241	Tarka Ward	Extremely likely		Quiet, friendly staff who care.		Volume of work for senior staff at times produces a rush where peaceful atmosphere is broken - no fault of them.	Male	56-65	White British	
242	Tarka	Extremely		I would						

	Ward	likely		recommend this ward cos the staff are so friendly, kind - best ward I have ever been on.						
243	Tarka Ward	Extremely likely		The staff are magnificent and the conditions are extremely good. This is my second visit to this ward, having been in Lundy before.						
244	Tarka Ward	Extremely likely		Because I have found the whole experience rewarding. Every member of staff have been kind and cheerful, and their dedication have been beyond reproach. They all have my true appreciation for their kindness and hard work and may it long continue.		None whatsoever.	Male	over 65	White British	
245	Tarka Ward	Extremely likely		All the staff are very kind + caring and the food has improved			Female	over 65	White British	

				tremendously since I was last in 2 years ago! Keep it up as good food helps patients recover quickly.						
246	Tarka Ward	Extremely likely		All staff have respect for you, are kind & thoughtful, nothing too much trouble. With four beds to a ward it's very spacious - plenty of room to get around & very clean. I couldn't have asked for better care. Thank you - everyone.			Female	over 65	White British	
247	Tarka Ward	Extremely likely		I thought all the staff who worked on the ward, whatever their role, did so in such a friendly and helpful manner. Nothing was ever too much trouble for anyone, which is especially welcoming when you are recovering from what can be		None needed.	Female	over 65	White British	

				a traumatic operation.						
248	Tarka Ward	Extremely likely		The love & care from each member of staff was excellent. Information was given at all times & the ward was bright & clean.		No - just keep up the good work!	Female	over 65	White British	
249	Tarka Ward	Extremely likely		Thank you all for your kindness & help.			Female	over 65	White British	
250	Tarka Ward	Extremely likely		Everybody cared and listened with complete understanding. Absolutely outstanding throughout.			Male	over 65	White British	
251	Tarka Ward	Extremely likely		Helpful, happy staff.			Female		White British	
252	Tarka Ward	Extremely likely					Female	56-65	White British	
253	Tarka Ward	Extremely likely		I have been given 1st class treatment and care? With not a lot of staff to hand but they worked very hard. 10/10.			Male	56-65	White British	
254	Tarka Ward	Extremely likely		Excellent staff. Dr's and nurses.			Female	56-65	White British	

				Thank you all very much.						
255	Tarka Ward	Extremely Likely		Well looked after by all staff			Male	over 65	White British	
256	Tarka Ward	Extremely Likely		All try their best			Male	56-65	White British	
257	Tarka Ward	Extremely Likely		Fist rate treatment			Male	over 65	White British	
258	Tarka Ward	Extremely Likely		Staff are wonderful including non-medical			Female	over 65	White British	
259	Tarka Ward	Extremely Likely		Well looked after by all staff.		Finding meals are a bit further a problem, not very appealing	Female	over 65	White British	
260	Tarka Ward	Extremely Likely		Mostly fault-free.			Female	over 65	White British	
261	Tarka Ward	Extremely Likely		All efficient and friendly, nothing too much trouble, including the non-medical staff.			Female	over 65	White British	
262	Tarka Ward	Extremely Likely		All friendly and helpful			Female	over 65	White British	
263	Tarka Ward	Extremely Likely		Excellent staff and very helpful.			Female	over 65	White British	
264	Tarka Ward	Extremely Likely					Female	over 65	White British	
265	Tarka Ward	Extremely Likely		Everything is fine and friendly.			Female	over 65	White British	
266	Tarka Ward	Extremely Likely		A very clean ward and the staff are friendly.			Female	56-65	White British	

267	Tarka Ward	Extremely Likely		The nice and friendly staff, including the non-medical staff.			Female	over 65	White British	
268	Tarka Ward	Extremely Likely		Staff all very caring, nothing too much trouble		More choice on vegetarian menu.	Female	36-45	White British	
269	Tarka Ward	Extremely Likely		Staff very attentive & caring.		More staff needed.	Female	over 65	White British	
270	Tarka Ward	Likely		Tarka Ward, very friendly and helpful in every aspect.		Delay in leaving hospital.	Male	over 65	White British	
271	Tarka Ward	Likely		I now have 2 new hips & the procedures both went well. Being encouraged (!) to get moving was not easy but it soon shows results.		Although the food service was prompt & efficient & friendly the [illegible] food was variable palatability.		over 65	White British	
272	Tarka Ward	Likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
273	Tarka Ward	Likely		Good standard of care.		Less noise at night.	Male	over 65	White British	
274	Tarka Ward	Likely		Everyone has been helpful.			Female	over 65	White British	
275	Tarka Ward	Likely		The care is very good, everyone is very dedicated		I cannot help to improve anything. The meals were delicious. Thank you all so	Female	over 65	White British	

				and I felt very comfortable.		much.				
276	Tarka Ward	Likely		Looked after well but lacking warmth.		Having wipes for the toilet seats. There is a lack of shelving in the bathroom.	Female	56-65	White British	
277	Tarka Ward			We cannot fault the staff in hospital. The food is good.						
278	Tarka Ward			Everyone was happy and smiling no matter what you ask of them even doing their hard work. I give you all 100%.			Female	over 65	Other ethnic group	
279	Tarka Ward					No.	Male	56-65	White British	
280	Victoria Ward	Extremely likely		The efficient, sympathetic & good humoured staff. Unbelievable!!			Male	over 65	White British	
281	Victoria Ward	Extremely likely		This ward is 5*. Sodexo staff keeping everything clean. Really good menu. All the nurses lovely. If I could have gone out it would be like coming back to my		Gold plate the taps!	Male	over 65	White British	

				hotel!						
282	Victoria Ward	Extremely likely		Good, well-trained and helpful staff helped to make my stay tolerable, the ward is clean and well looked after.		More information on the routine at the hospital would be helpful. (Telephone availability for example).	Male	over 65	White British	
283	Victoria Ward	Extremely likely		Excellent care from doctors and all staff.			Female	over 65	White British	
284	Victoria Ward	Extremely likely		Friendly and caring staff with sensitivity for each patient.		It would be appreciated if the night staff were more fluent in English.	Female	over 65	White British	
285	Victoria Ward	Extremely Likely		The staff are all absolutely lovely. Always helpful.		Medical care excellent, food very good. Ok, observations: not good to be moved from ward to ward. The ward manager on KGV is the only person that had the knowledge of how to adjust my bed in the correct way, I suggest staff be trained to carry out this procedure on all wards.	Female	36-45	White British	
286	Victoria Ward	Extremely Likely		Not used to hospitals. Felt very nervous and vulnerable, but the staff soon settled me down,		No, not any problems really, it is just me being so anxious and not knowing what will be done next,	Female	over 65	White British	

				and I now feel very much at ease.						
287	Victoria Ward	Extremely Likely		Very good indeed, nothing is too much trouble to them - amazing people.		I don't think so. All has been very good actually. I am impressed. Not just medical care, but cleanliness and food also good. Lynn (meal lady) impresario little sweetie, always smiling and kind. As are the other ladies really.	Female	over 65	White British	
288	Victoria Ward	Extremely Likely		Nice if that is the word for a hospital ward? Feels very relaxing, staff are great.		No - all seems very good at the moment, thank you. All very, very busy. All so professional.	Female	16-25	White British	
289	Victoria Ward	Extremely Likely		Spot on - the staff are all wonderful, so overworked. All do a fabulous job.		Nothing really, all very professional people, spotless ward. Food ok, TV a bit pricey especially as it runs down when not viewing.	Male	46-55	White British	
290	Victoria Ward	Extremely Likely		The doctors / nurses – yes, all the staff are superb.		More than happy with everything, thank you. The food is good, love the salads. The Sodexo lady L., serves the food in the evening, always with a kind word and a smile	Female	Prefer not to say	White British	
291	Victoria Ward	Extremely Likely		All staff are friendly, including non-medical.			Male	over 65	White British	
292	Victoria	Extremely		Well looked after			Female	over	White	

	Ward	Likely		by all staff including non-medical.				65	British	
293	Victoria Ward	Extremely Likely		Well looked after by everyone.			Female	over 65	White British	
294	Victoria Ward	Extremely Likely		Friendliness of the staff, including non-medical.		Sometimes it is hard to fully understand the staff who's second language is English	Female	36-45	White British	
295	Victoria Ward	Extremely Likely		Well looked after by all staff.		Target more of existing funds towards medical staff	Male	46-55	White British	
296	Victoria Ward	Extremely Likely		Been well looked after by all.		Better TV prices.	Male	over 65	White British	
297	Victoria Ward	Extremely Likely		Nice manner - efficient and responsive		This ward very good but dissatisfied with Capener where he received some poor nursing about which he has complained and is waiting an answer.	Male	over 65	White British	
298	Victoria Ward	Extremely Likely		Staff very kind.		Prompt a response at times e.g. when wanting commode.	Female	over 65	White British	
299	Victoria Ward	Extremely Likely		Friendliness of staff.		Satisfied as it is.	Male	over 65	White British	
300	Victoria Ward	Extremely Likely		The staff are excellent - working under pressure but, as always, some better than others.		Satisfied as it is.	Male	over 65	Asian / Asian British	
301	Victoria Ward	Extremely Likely		The staff are very good. A very clean		Happy as it is.	Male	46-55	White British	

				ward.						
302	Victoria Ward	Extremely Likely		The staff are fantastic.		Food could be improved by lessening choice and improving quality - simplify.	Female	46-55	White British	
303	Victoria Ward	Extremely Likely		All the staff cannot do enough for the patient.		The TV is very expensive and unable to obtain all channels advertised.	Female	36-45	White British	
304	Victoria Ward	Extremely Likely		The friendliness of all the staff.		Very good as it is.	Female	over 65	White British	
305	Victoria Ward	Extremely Likely		Everyone wants to make you better.		Satisfied as it is.	Female	over 65	White British	
306	Victoria Ward	Extremely Likely		The staff are very good.		More staff are required - too busy at times.	Male	over 65	White British	
307	Victoria Ward	Extremely Likely		Nothing is too much trouble for all the staff.		Very happy as it is.	Male	over 65	White British	
308	Victoria Ward	Extremely Likely		Staff are wonderful.		Communication and information need improving - have been waiting over the weekend for both.	Female	over 65	White British	
309	Victoria Ward	Extremely Likely		Very efficient and friendly.		Ok as it is.	Male	over 65	White British	
310	Victoria Ward	Extremely Likely		Very efficient.		Very pleased with the service.	Male	over 65	White British	
311	Victoria Ward	Likely		My only problem is timing. Unfortunately, I was woken in the middle of the night for X-rays. I refused. Come to		No. Apart from the silly times for tests. I used to be private but, hey ho, I just ask staff to be a little more considerate when choosing times to take X-rays, blood etc. I was just so tired.	Female	over 65	White British	

				take my blood while having breakfast. I once again refused. So probably a lot to do with my attitude as much as the staff.						
312	Victoria Ward	Likely		Staff are quite helpful.		No - just wants to get home	Male	over 65	White British	