

## Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Oct-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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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		Nothing is too much trouble.		The food could be a little warmer.	Female	over 65	White British	
2	ASU Orthopaedics	Extremely Likely		Everything good.		Excellent as it is.	Female	over 65	White British	
3	ASU Orthopaedics	Extremely Likely		The staff have been most helpful.		Very good as it is. I find the food a bit fancy.	Female	over 65	White British	
4	ASU Orthopaedics	Extremely Likely		Efficient. Friendly. Nothing is too much trouble.		Satisfied as it is.	Male	over 65	White British	
5	ASU Orthopaedics	Extremely Likely		Everyone is so kind and helpful.		Hot drinks should be hot not warm.	Female	over 65	White British	
6	ASU Orthopaedics	Extremely Likely		A friendly ward. I have been well looked after		The food is rather bland and tasteless.	Female	over 65	White British	
7	ASU Orthopaedics	Extremely Likely		Very well treated by all.			Female	56-65	White British	
8	ASU Orthopaedics	Extremely Likely		The staff have been wonderful.			Female	over 65	White British	

9	ASU Orthopaedics	Extremely Likely		Very caring staff.			Female	56-65	White British	
10	ASU Orthopaedics	Extremely Likely		All of the staff (housekeeping, nursing, doctors) are all very caring, going about their particular jobs in a very professional way.		The TV seems to be on 24/7. What a waste of electricity all during the night. It seems to be on a loop system. As a person that is aware of waste it seems a shame to see the amount of waste no doubt in hospitals throughout the country. I would like to finish by once again heaping praise on the wonderful medical staff on the ward.	Female	56-65	White British	
11	ASU Orthopaedics	Extremely Likely		Absolutely brilliant care. The staff are of the highest quality, always a friendly smile or a kind word. My family will agree with me 100%.		For me, I personally do not think anything could have been done any better. I have received top quality care from the start. I and my family are very impressed indeed. Nothing to do with the ward I know but I find the TV price way over the top. Then, while in surgery and recovery the time you have paid for still runs down. Plus, very confusing to use.	Male	46-55	White British	
12	ASU Orthopaedics	Extremely Likely		I have been truly more than happy with my care. All the staff are doing a first class job.		No. I can honestly say all has been very good.	Male	over 65	White British	
13	ASU Orthopaedics	Extremely Likely		I have been looked after just as I expected. A good hospital with great staff.		None that I can think of. I don't eat much but what I have eaten has been fine. My room and the ward is	Female	over 65	White British	

						always clean. The staff always on hand to help whenever needed.				
14	ASU Orthopaedics	Extremely Likely		The staff are absolutely wonderful. Nothing is too much trouble for any of them.			Female	over 65	White British	
15	ASU Orthopaedics	Extremely Likely		All the staff have been excellent.			Female	over 65	White British	
16	ASU Orthopaedics	Extremely Likely		All very kind and considerate.			Female	56-65	White British	
17	ASU Orthopaedics	Extremely Likely		Wonderful and friendly staff.			Female	over 65	Other ethnic group	
18	ASU Orthopaedics	Extremely Likely		The staff have been lovely - nothing is too much trouble.		In A&E, patients need to be listened to rather than having preconceived ideas by doctors imposed on them.	Female	36-45	White British	
19	ASU Orthopaedics	Extremely Likely		Kind, caring, no matter what I needed from nurses/cleaners and very friendly.		More toilets.	Female	56-65	White British	
20	ASU Orthopaedics	Extremely Likely					Female	Over 65	White British	Do not publish
21	ASU Orthopaedics	Extremely Likely		Excellent doctor & nursing care. Helpful back up team of physios and occupational therapy. 10/10.			Female	Over 65	White British	
22	ASU Orthopaedics	Extremely Likely		All staff, both nursing & non-healthcare, were always caring, considerate & made me feel safe. [Name withheld], the cleaner, was one of the best		Turn TVs off - save energy!! Turn light out at night & try to be a bit quieter (staff) - although they were lovely but noise carries so.	Female	56-65	White British	

				cleaners I've ever seen on a ward! [Name withheld] took my other health issues into full consideration as did ward staff.						
23	ASU Orthopaedics	Extremely Likely		[Name withheld] frequent compliments on everyone who has tended to him, thanks.			Female	46-55	White British	
24	ASU Orthopaedics	Extremely Likely		Everyone is exceptional, friendly, caring and thoughtful. Cleaners [name withheld] lovely and thorough. Thank you from [name withheld].			Female	Over 65	White British	
25	ASU Orthopaedics	Likely		All staff very helpful, efficient & understanding. All staff very helpful, efficient & understanding.		Toilet roll in Ladies WC on ASU too far away from toilet to be reachable without twisting after hip replacement.	Female	56-65	White British	
26	ASU Orthopaedics	Don't Know		Only having one toilet lets the ward down badly. Had to wait 15mins as someone having a shower. Apart from that, lovely friendly staff and good service.		More toilets & showers.	Female	Over 65	White British	
1	Capener Ward	Extremely Likely		I have been well looked after by all the staff. The food is also good.			Male	over 65	White British	
2	Capener Ward	Extremely Likely		The staff have been friendly and understanding. They		The seating in A&E needs improving. It is too hard for lengthy stays.	Male	36-45	White British	

				have explained the situation thoroughly.						
3	Capener Ward	Extremely Likely		The staff are compassionate and professional in every way.			Male	over 65	White British	
4	Capener Ward	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
5	Capener Ward	Extremely Likely		The care is amazing and cannot be faulted.			Female	56-65	White British	
6	Capener Ward	Extremely Likely		I have been well treated by all the excellent staff.			Female	16-25	White British	
7	Capener Ward	Extremely Likely		Well treated by all of the caring staff.			Female	over 65	White British	
8	Capener Ward	Extremely Likely					Female	46-55		
9	Capener Ward	Extremely Likely		(1) Excellent cleanliness. (2) Friendliness of all staff. (3) Doctors & nursing staff all seemed to be well aware of my condition & treatment.		Information relayed about discharge & procedural hold-ups. Many, many thanks though!!	Male	56-65	White British	
10	Capener Ward	Extremely Likely		Lovely & caring.			Female	Over 65		
11	Capener Ward	Extremely Likely		Caring but untidy.			Male	Over 65		
12	Capener Ward	Likely		Well treated by all the staff.			Female	over 65	White British	
13	Capener Ward	Likely		Caring staff.			Male	Over 65	White British	
14	Capener Ward	Likely					Male	Over 65		
15	Capener Ward	Likely					Male	56-65		
16	Capener Ward	Likely					Female	Over		

								65		
17	Capener Ward	Likely		Caring staff.			Female	Over 65		
18	Capener Ward	<i>Not entered</i>					Female	Over 65		
19	Capener Ward	<i>Not entered</i>		Questions are rubbish like the answers. Please see that this is amended.		No.		Over 65	White British	
1	Caroline Thorpe Ward	Extremely Likely		The staff are so helpful and patient.		Thank you to the staff who have been lovely to us.	Female	Under 16	White British	
2	Caroline Thorpe Ward	Extremely Likely		The staff are on the ball with everything.		The staff have been amazing.	Male	Under 16	White British	
3	Caroline Thorpe Ward	Extremely Likely		The nurses are very good and make you comfortable.		All good.	Female	Under 16	White British	
4	Caroline Thorpe Ward	Extremely Likely		Everyone is very nice.		All good.	Female	Under 16	White British	
5	Caroline Thorpe Ward	Extremely Likely		Very good standard of care - so quick to pick up on our daughter's illness. Also, they have kept their eye on me. However, parents should look after themselves as they are not the patients. These wonderful staff are here to look after our children. I appreciate being kept informed by the staff of progress. What more can I say? All so professional and dedicated.		As a mother that has medical issues herself, this hospital has been just so supportive to me and our family. There is no way I can say anything derogatory about Caroline Thorpe Ward. 12 out of 10 if I could give that.	Female	26-35	White British	
6	Caroline	Extremely		After hitting my head		No way. The hospital has	Male	Under	White	

	Thorpe Ward	Likely		at school, I came onto this ward at 6'oclock. The kind lady doctor examined me. I then had a scan. Doctor said all ok. I, as the mother would like to add my thanks.		been amazing all of the time. I have no complains or issues at all.		16	British	
7	Caroline Thorpe Ward	Extremely Likely		Definitely recommend Caroline Thorpe Ward to anyone. Fabulous care.		This time round everything has been very good. Unrelated to Caroline Thorpe Ward, may I take the opportunity of saying that earlier this year when my daughter was ill, we arrived here via Air Ambulance and had to wait twenty minutes before getting into resuscitation unit. But all very good on this occasion.	Female	16-25	White British	
8	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff at the hospital were amazing in how quickly they found what was wrong with my baby and were quick to start treatment. They kept me informed and looked after the needs of myself and my child.	The staff, everyone from cleaners / housekeeping to nurses, doctors, consultants & porters. They manage to keep calm and talk through things 100 times if needed. I am very grateful to everyone for looking after myself & my baby.		Female	Under 6	White British	
9	Caroline Thorpe Ward	Yes	Patient				Female	12-15	White British	Do not publish
10	Caroline Thorpe Ward	Yes	Parent/ Guardian/	My daughter felt relaxed here, and all	Staff and playroom.	Nothing - all fantastic.	Female	Under 6	White British	

			Carer	staff were fantastic.						
11	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because the hospital staff are so efficient and knowledgeable. We were seen quickly & all our concerns addressed promptly & thoroughly. Lovely staff in both A&E & especially Caroline Thorpe Ward.	Staff & speed of service.	Nothing.	Female	12-15	White British	
12	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The nurses & doctors have given exceptionally good treatment. So good she didn't want to go home!	The doctors & nurses were very understanding & went out of their way to make our daughter feel at ease.		Female	Under 6	White British	
13	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing ward. Amazing staff - very efficient kind & caring.	Short & sweet.	Nothing - perfect!!	Male	12-15	White British	
14	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are amazing & very caring, as always!	The staff.	Nothing.	Male	9-11	White British	
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff have been really friendly and made us feel welcome and kept us informed.	Caring staff. Clean room.	Time in A&E was very long before being brought to the ward. Food was limited for vegetarians.	Female	6-8	White British	
16	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely staff and nice atmosphere.	Made us feel at home and very friendly & helpful.		Male	Under 6	White British	
17	Caroline Thorpe Ward	Yes	Patient	The reason behind my answer is the nurse and doctors are so nice and caring, really makes you feel welcome.	The way I was treated. The way I was made to feel safe.		Male	16-18	White British	

18	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind & helpful staff. Kept well informed. Amazing facilities. Playroom & parent room.	Everything.		Female	Under 6	White British	
19	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff very friendly.	Good communication. Good facilities.	Don't think so.	Male	Under 6	White British	
20	Caroline Thorpe Ward	Yes	Patient							
21	Caroline Thorpe Ward	Yes	Patient	I liked it because everyone is really nice and they make it fun.	There were lots of books and toys and I watched DVDs that a nice nurse put on for me.	Nothing.	Female	Under 6	White British	
22	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone was fantastic to my son. I do wish tho there was better communication with parents and other agencies.			Male		White British	
23	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind, caring staff who do above and way over what they can do for patients and their families. They always have a smile on their faces.	Any questions I had were answered professionally and with compassion.	Nothing.	Male	6-8	White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff on duty whilst my son was in was so welcoming and friendly, made my son and myself feel at ease so much. We are from Reading and recently moved here and can say this ward/hospital	The staff. The atmosphere.		Male	Under 6	White British	

				is so much better in my personal opinion.						
25	Caroline Thorpe Ward	Yes	Not entered	Staff are friendly and very helpful. Play area is beautiful too.	Friendly staff, helpful, and lovely playroom.	Nothing.	Male	Under 6	White British	
26	Caroline Thorpe Ward	Yes	Patient	The staff were very kind and caring. Not only did they do a fantastic job looking after my daughter, they offered me support too!	Please see my previous answer.		Female	Under 6	White British	
27	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely, friendly, helpful staff.	Care & consideration of staff.	N/A.	Female	Under 6	White British	
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The nurses and doctors were fab and very thorough. The care my daughter received was brilliant. The staff were also great with letting us have visitors to help all day as I (the patient's mum) had to leave frequently to feed my 7 day old baby, so had to leave my 20 month old daughter with others.	Good communication from staff. Relaxed attitudes about visitors.	Nil.	Female	Under 6	White British	
29	Caroline Thorpe Ward	Yes	Not entered	Very speedy, kind & helpful.						
30	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely, caring staff.	Staff welcoming & caring, impressed with the welfare for children. A good example of how a children's ward	Long time to wait for a blood test late at night with a baby.	Male	Under 6	White British	

					should be.					
31	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	Asian / Asian British	Do not publish
32	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone are wonderful. Nothing is too much trouble.	Everything.		Male	Under 6	White British	
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful and caring place. Thank you.	Rest.		Male		White British	
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful. Always checking in on us. Always explained what was happening with good detail.	Very helpful.	Nothing.	Female	9-11	White British	
35	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very kind staff, good with my son. Kept us well informed.		Option of food for our son instead of previous patient's choice.	Male	Under 6	White British	
36	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff have been very kind and attentive. Thank you very much to everyone.	Kind staff, enjoyable food.	Can't think of anything.	Female	12-15	White British	
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lots of caring, helpful staff. Lots of toys to play with.	Thorough assessment & care.	Nothing.	Female	Under 6	White British	
38	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the members of staff were lovely, amazing and smiley. Made us both feel at ease. Was aware of what was going on at all times.	Amazing team of staff.		Male	Under 6	White British	
39	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely, kind & caring staff, domestic ladies & nurses. Thank you all.				6-8	White British	

				Heroes. x						
40	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The hospital and staff have been very helpful and caring towards myself and son, nothing was too much trouble.	The care provided from the staff towards myself and son who was ill.	I can't think of anything as we was so well looked after.	Male	Under 6	White British	
41	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nurses looked after my daughter 100% and made us feel very welcome and included us in our daughter's treatment & ongoing care.	The level of care given to my 13 year old and the school room was very helpful to my daughter.		Female	12-15	White British	
42	Caroline Thorpe Ward	Yes	Patient	Because everyone is very kind and caring and they look after you very well so it is not a bad place to be.	That the nurses made you feel safe and secure. They were very kind.	Nothing. You were all fantastic.	Female	9-11	White British	
43	Caroline Thorpe Ward	Yes	Patient	Very good staff - was always there when I needed them. This is best ward!	Everything.	Not have to pay for meals!	Female		White British	
44	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic hospital. Clean. Staff so helpful and attentive - really helped make experience easier. [Name withheld] was very kind and efficient.			Male	Under 6	White British	
45	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent staff & care.				12-15	White British	
46	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everybody was very nice, explained everything well, very attentive, children and		Nothing, everyone brilliant.	Female	Under 6	White British	

				parents room was brilliant, made our stay very comfortable.						
47	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The care, attention and efficiency given to us from the moment we arrived was excellent. Friendly, child-focused environment too.	Staff - their expertise and manner with us was fantastic. Bubbles were fab! Facilities - lovely to have a DVD player, books and games.		Male	Under 6	White British	
48	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Made to feel safe and very well looked after.	Everything explained so you know what was going on.		Male	Under 6	White British	
49	Caroline Thorpe Ward	Yes	Patient	Attentive nurses and good bedside manner from all.	I felt safe and cared for.	Would have been nice to have ear plugs available, but really just nitpicking at this point. Great job!	Female	16-18	White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely staff - friendly and helpful went out of their way to make patient and parent (mum) comfortable. Nice small wards - 3 beds to a room.	From daughter who was patient 'staff were great'. Also thought the menu was good - big improvement on last time we were here.	Quieter at night. Being able to make yourself a drink e.g. hot chocolate when you want. Magazines/books for teenagers in playroom - as TV didn't work after 8pm.	Female	12-15	White British	
51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Looked after me & my little one when she was poorly, very helpful offering drinks & food.	Lots of helpful staff & caring.	N/A.	Female	Under 6	White British	
52	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are all very warm & friendly. The doctors explained everything clearly and I feel my child was well looked after. Also the nurses look out for parents as well as the poorly	Lovely staff. Thorough investigations. Daughter enjoyed watching CBeebies. The free wifi was a nice surprise!	The new menu system wasn't explained so I went without food for a day, but it's not really a problem.	Female	Under 6	White British	

				children!						
53	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone was very helpful & friendly & we were dealt with quickly.	We were only here for a few hours but were well looked after, offered tea & toast & kept informed.		Female	16-18	White British	
54	Caroline Thorpe Ward	Yes	Patient	Excellent care & attention.	The care & cleanliness & attention from nurses, doctors & HCAs.	Nothing.	Male	Under 6	White British	
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All nurses, docs, paed, cleaners kind, considerate & professional. Thank you.						
56	Caroline Thorpe Ward	Yes	Patient	The staff on the ward were all, helpful, considerate, kind and listened to concerns. Nothing too much trouble.	The care and attitude of all ward staff.	The ward staff were superb. No improvement needed. Phleb that visited the ward made very hard work of taking blood.	Female	16-18	White British	
57	Caroline Thorpe Ward	Yes	Patient	Very thorough care, friendly staff, couldn't ask for more.	Felt like [name withheld] was cared for very well.		Male	Under 6	White British	
58	Caroline Thorpe Ward	Yes	Patient	The staff are amazing.	The staff! Kept me informed of all treatment & why etc.		Male	Under 6	White British	
59	Caroline Thorpe Ward	Yes	Patient	Very attentive to all patient's needs and are very understanding and kind.		Nothing.	Male	16-18	White British	
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff absolutely brilliant, very attentive, looked after my daughter fabulously.	The calmness of the ward very reassuring.		Female	9-11	White British	

61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Thank you to all the wonderful members of staff for looking after our son.			Male		White British	
62	Caroline Thorpe Ward	Yes	Not entered	The nurses are very caring and conscientious.	The level of care.		Male	Under 6	White British	
63	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The care that was given to our son was amazing. All the staff on the ward were amazing and went out of their way to ensure we were happy and that our son was given the best treatment. They were very busy on the ward but they always made time to answer any questions.	All the incredible staff.		Male		White British	
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because the nurses are lovely, caring, friendly and very approachable.	The care my son received and how quick the nurses acted.		Male		White British	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really friendly staff. Treatment & diagnosis within an hour.	Small wards, helpful, friendly staff.		Male	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff on this ward are excellent, really looked after my son. Thank you.	Staff, doctors, nurses and facilities.	Only thing would have been waiting time in A&E before we could come onto the ward.	Male	Under 6	White British	
67	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really good for everything.	Everything. Fabulous care.			Under 6	Other ethnic group	
68	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic patient care and reassurance provided to parents.	Time given to patient, reassurance to parents, use of	Pharmacy - time to dispense prescription.	Male	Under 6	White British	

					playroom facilities and happy, incredibly helpful staff.					
69	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	An amazing ward with fantastic staff. We cannot thank you everyone enough for the incredible support, care and treatment [name withheld] has received. Thank you so much.	School room. Playroom resources. Level of care. Parents room. Quiet side room.	Absolutely nothing.	Male	9-11	White British	
70	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	You are all fantastic. Can't thank you enough for all your help!	Everything, the care we received was amazing. Nothing was too much.	I don't think you could do anything better.	Female	Under 6	White British	
71	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff always welcoming and trying to deliver the best care they are able to.	Care we were given. Friendly, welcoming staff.			Under 6	White British	
72	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Brilliant, supportive & friendly staff on every visit. My daughter enjoys coming to hospital & it is great that she is put at ease when she visits.	The main thing is the staff. Nothing is too much to ask. So, so friendly!	Nothing at all!	Female	Under 6	White British	
73	Caroline Thorpe Ward	Yes	Patient	You have a playroom, TV, good doctors and good beds.	The beds.	Make the medicine better.	Male	9-11	White British	
74	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind staff - attentive. Own room. Bed for mum. Food available for mum.	Making me well enough to go home.	Not sure - too tired to think!	Male	9-11	White British	
75	Caroline Thorpe Ward	Yes	Patient	All staff have been amazing. The level of healthcare [name	Healthcare second to none, caring staff, good food, support	Keep up the great work, it has really helped. The accident was terrible but	Male	12-15	White British	

				withheld] received from the second we came into A&E has been outstanding in every way. Thank you so much from both of us. You should all be very proud of your work - it really does make a difference. Dad.	and advice.	[name withheld] is well on his way to recovery.				
76	Caroline Thorpe Ward	No	Parent/ Guardian/ Carer	Our children who are on immune suppressants were playing in the playroom. A family with a child who had a high temp & poss viral infection, came in and mixed with our children. This could be very dangerous for our daughter. There is nothing in place to protect children in this health. Either the children with poss virus should be excluded or someone should inform us so we can take our children out. Where's the protection?		Help us protect our children & keep them well. Not put them at risk and not inform us.	Female	Under 6	White British	
1	Fortescue Ward	Extremely Likely		I have been well looked after.			Male	over 65	White British	
2	Fortescue Ward	Extremely Likely		Brilliant. Could not wish for better staff.		Little things really. Sometimes the food could	Male	over 65	White British	

				The nurses are very patient with me.		be hotter, but the nurses are so good.				
3	Fortescue Ward	Extremely Likely		Have been well looked after.			Male	over 65	White British	
4	Fortescue Ward	Extremely Likely		Professional expertise from staff.			Male	56-65	White British	
5	Fortescue Ward	Extremely Likely		Very good help.			Male	Over 65	White British	
6	Fortescue Ward	Extremely Likely		The staff are so friendly and helpful.			Male	Over 65	White British	
7	Fortescue Ward	Extremely Likely		I am impressed by the extremely good interaction between the staff & patients. The atmosphere on the ward is welcoming & the staff helpful. The volunteers' cream teas are excellent! The unit is well equipped & new.			Female	Over 65	White British	
8	Fortescue Ward	Extremely Likely		Excellent nursing staff - care v. good. Facilities good.			Female	56-65	White British	
9	Fortescue Ward	Extremely Likely		I am very happy for all that have helped. More than satisfied.			Male	Over 65	White British	
10	Fortescue Ward	Extremely Likely		Good, caring, friendly nurses. Nothing too much trouble.			Male	Over 65	White British	
11	Fortescue Ward	Extremely Likely		Care has been fantastic, lots of support. Very friendly. Good level of care.			Female	36-45	White British	
12	Fortescue Ward	Likely					Male	56-65	White British	

13	Fortescue Ward	Likely		It is a bit noisy at night from other patients.			Female	over 65	White British	
14	Fortescue Ward	Likely		They have all looked after me well, better than South Molton!			Male	Over 65	White British	
15	Fortescue Ward	Likely					Male	Over 65	White British	Do not publish
16	Fortescue Ward	<i>Not entered</i>		[Name withheld] has enjoyed his stay on Fortescue. Excellent care. All the nurses delivered good care - was treated like a king!		No.	Male	Over 65	White British	
1	Glossop Ward	Extremely Likely		The staff are all helpful.			Male	over 65	White British	
2	Glossop Ward	Extremely Likely		The care is first class.		Trying so hard to give a good service. Do not privatise!	Male	over 65	White British	
3	Glossop Ward	Extremely Likely		The staff are very friendly.		Extremely busy under great pressure. Why close cottage hospitals?	Male	over 65	White British	
4	Glossop Ward	Extremely Likely		Friendliness of the staff. The food is good. No complaints.		The toilet facilities are linked to showers which can lead to problems.	Male	over 65	White British	
5	Glossop Ward	Extremely Likely		General attitude of all the staff.		No. Satisfied as it is	Male	over 65	White British	
6	Glossop Ward	Extremely Likely		The staff have been excellent, over the weekend as well, so yes very good.		Conflicting response from two doctors in A&E but everything was explained as time went on. After MAU, made very welcome on Glossop Ward as I await my procedure. A lot noisier patients on this ward, but the staff certainly work so hard. The food is fine. As the wife of the patient, I	Male	over 65	White British	

						thought A&E could have been cleaner but MAU and Glossop are fine.				
7	Glossop Ward	Extremely Likely		The kindness and thoughtful way that the staff are treating me. Not only me, but I witness the way very vulnerable patients are looked after, so warm and welcoming. What more can I say? Relaxing, comfortable and homely.		Not at the moment, thank you. Very comfortable in the warmth of the ward.	Female	over 65	White British	
8	Glossop Ward	Extremely Likely		Could not be better. The staff have to put up with so much. The nurses are just simply amazing, always running around. There at all times when needed - so dedicated to their job.		No, not in my opinion anyway. I will say from the cleaners, helpers, nurses and doctors just incredible. A very professional team, so hardworking.	Male	over 65	White British	
9	Glossop Ward	Extremely Likely		10 out of 10. I just cannot fault the wonderful, kind and caring staff on this ward.		You will have one hell of a job to improve the care, food and cleanliness on this ward. Words fail me in the extent I give praise to all of them.	Male	over 65	White British	
10	Glossop Ward	Extremely Likely		I have been waiting for someone like yourself to hear my praise regarding these amazing, hardworking, fully committed staff. Nothing is too much trouble for anyone at		Very difficult to improve the care on the ward. Obviously, the ward is in need of a little TLC but nothing else. Crikey, no-one seems to stop. A credit to themselves and our hospital.	Male	over 65	White British	

				any time of the day or night. All seem so young but very capable - all of them.					
11	Glossop Ward	Extremely Likely		Very attentive staff. Nothing's too much of a problem for them.			Male	56-65	White British
12	Glossop Ward	Extremely Likely		Looked after well by all the dedicated staff.			Male	36-45	White British
13	Glossop Ward	Extremely Likely		Very well looked after by all the staff.			Male	over 65	White British
14	Glossop Ward	Extremely Likely		The staff have been excellent and understanding.			Male	over 65	White British
15	Glossop Ward	Extremely Likely		The nurses have been very good.			Male	over 65	White British
16	Glossop Ward	Extremely Likely		The holistic care received. Staff very attentive.			Female	26-35	White British
17	Glossop Ward	Extremely Likely		The staff have been very caring, thorough and kind.		Not happy having to move wards at 3am.	Female	36-45	White British
18	Glossop Ward	Extremely Likely		All the staff are very friendly.			Female	over 65	White British
19	Glossop Ward	Extremely Likely		Clean ward. Helpful, and friendly.		Satisfied as it is.	Female	56-65	White British
20	Glossop Ward	Extremely Likely		The dedication of the staff.		First class as it is.	Female	over 65	White British
21	Glossop Ward	Extremely Likely		Always treated well. It cannot be faulted.		Very satisfied as it is.	Male	over 65	White British
22	Glossop Ward	Extremely Likely		The nurses are all good - do anything for you.		Happy as it is.	Male	over 65	White British
23	Glossop Ward	Extremely Likely		The care and efficiency.		There is occasionally a delay in response to the buzzer.	Female	over 65	White British
24	Glossop Ward	Extremely Likely		The staff are very good. The ward is		The food is good but could be warmer - inconsistent.	Female	56-65	White British

				friendly.						
25	Glossop Ward	Extremely Likely		You can't get a better service once here. I have no fears or anything else when I come into hospital. You are looked after very well. When they say that nurses are angels that is what they are, these [illegible].		The service is good. No fault. Give these nurses their dues and more.	Female	Over 65	White British	
26	Glossop Ward	Extremely Likely		Being a regular visitor to this ward over many years I have seen a huge improvement in the standards of care provided & increase in skill & knowledge base of all staff. I always feel welcomed & listened to & gain a lot of support from regular staff. Environment clean & well looked after.		Further training around TPN & possibly staff spending some time in endoscopy to aid understanding of gastro procedures (something staff indicated an interest in). Refurb of the ward to match the standards of facilities of MAU etc. as Glossop now looks tragically dated.	Female	36-45	White British	
27	Glossop Ward	Extremely Likely		Because the staff are very caring, helpful and always ready to listen. Couldn't ask for a nicer bunch of people. Well done the staff of Glossop Ward.		There are many but you wouldn't approve of my thoughts.	Female	Over 65	White British	
28	Glossop Ward	Extremely Likely		I was in a side ward which was really quiet. It's a big ward &, although at times		People should remember it's a hospital, not a hotel!	Female	46-55	White British	

				understaffed, there was never a misstep in any treatment I received. I'm astounded by the consistency of good care given &, although tired at the end of their shifts, always still smiling & courteous &, most of all, patience! I simply couldn't do it. 5* to everyone - RNs/HCAs/Sodexo staff. I'm eternally grateful for all the care I received. Thank you so much. xx						
29	Glossop Ward	Likely		The ward is very good but more information needed on arrival		More information needed. Communication should be improved. The staff are overworked - the demands on them are too great.	Male	over 65	White British	
30	Glossop Ward	Likely		Other wards are better where modernised.		Noise needs to be reduced at night - other patients to be told. A&E is very slow.	Male	over 65	White British	
31	Glossop Ward	Likely		It can be noisy at night.		Satisfied as it is.	Male	over 65	White British	
32	Glossop Ward	Likely		Room 6. Clean, newly refurbished room. However, my concern was that I was unable to get any sleep due to excessive noise of TV wall unit. Also, air-conditioning vents are unable to be switched		Yes. Engineer to fix these problems. Staff wonderful. Food good. No complaints other than fittings mentioned overleaf.	Female	Over 65	White British	

				off. Bathroom floor level taped flaps all the time with air from aircon. Too cold to shower.						
33	Glossop Ward	Yes	Patient	Brilliant service.		N/A.	Male	Over 65	White British	
1	Intensive Care Unit	Extremely Likely		Kind and caring at all times. So friendly and welcoming.		Nothing I can think of. Everything is good.	Female	26-35	White British	
2	Intensive Care Unit	Extremely Likely		Excellent. Such quality care. I cannot fault any part of the care from the moment arriving in hospital. Total dedication at all times.		A difficult question but, as far as I am concerned, no. Everyone is doing a good job to a very high standard. I would just like to thank everyone for their kindness and care at all times.	Male	over 65	White British	
1	King George V Ward	Extremely Likely		Very caring staff.			Male	56-65	White British	
2	King George V Ward	Extremely Likely		All the staff have been outstanding.		More doctors and nurses are needed.	Male	over 65	White British	
3	King George V Ward	Extremely Likely		Well treated by all staff, including Sodexo staff.			Male	over 65	White British	
4	King George V Ward	Extremely Likely		Very good and friendly staff.			Female	16-25	White British	
5	King George V Ward	Extremely Likely		Very helpful, friendly and professional.			Female	over 65	White British	
6	King George V Ward	Extremely Likely		Being well looked after by caring staff.			Female	26-35	Other ethnic group	
7	King George V Ward	Extremely Likely		The staff are very nice and understanding.			Female	56-65	White British	
8	King George V Ward	Extremely Likely		Very well looked after by all the friendly staff.			Female	over 65	White British	
9	King George V Ward	Extremely Likely		The people are lovely. Nothing is too much trouble. Everything		I have been very, very pleased.	Female	46-55	White British	

				explained well.						
10	King George V Ward	Extremely Likely		All patients are happy here. No-one wants to go home!		I don't want to go home - everyone is so kind.	Female	over 65	White British	
11	King George V Ward	Extremely Likely		All pleasant, kind and know what they are doing.		All clean. All good.	Female	56-65	White British	
12	King George V Ward	Extremely Likely		No problems at all, thank you. The hardworking staff are wonderful.		No, I don't think so. So clean and tidy, food good, plus of course the fabulous medical care.	Female	46-55	White British	
13	King George V Ward	Extremely Likely		The staff are brilliant. Nothing is too much trouble for any of them. I do include the team on Sodexo.		No, I am more than happy the way I am being cared for. All very good.	Female	over 65	White British	
14	King George V Ward	Extremely Likely		Nothing to be afraid of coming on KGV. The incredible staff, giving of their best at all times.		No. As a retired nurse myself, I am very impressed by the whole experience, thank you. A very different type of nursing than it was in my day, but I am impressed by their skills and dedication. So much more paperwork it seems.	Female	over 65	White British	
15	King George V Ward	Extremely Likely		I can only compare my experience to about 18 years ago. Back then it was awful but the care this time has been absolutely first class. The staff, all of them, are wonderful. Nothing is any trouble to any of them.		I personally think you are doing a super job - absolutely spot on. Nothing I can think of to improve the service and care you are already providing.	Female	over 65	White British	
16	King George V Ward	Extremely Likely		I recommend this ward to anyone to the		I cannot think of one thing. Friendly, happy, kind,	Female	over 65	White British	

				extent I would say to them: 'I will go back in there in your place' and you can stay at my home.		absolutely wonderful staff. So professional. A marvellous team.				
17	King George V Ward	Extremely Likely		Amazing. The staff are truly wonderful, all of them, from Sodexo through to the consultants.		To be perfectly honest, I cannot think of one thing I can help you with. In my opinion, you are as near to perfection as possible.	Female	46-55	White British	
18	King George V Ward	Extremely Likely		I was extremely frightened before coming into hospital for my operation but, if I had to have any further surgery, especially to come back on this ward, my fears have been removed from attending the hospital again.		No, I don't think so. I think the quality of the care has been excellent, all of the highest standard.	Female	46-55	White British	
19	King George V Ward	Extremely Likely		I would say, just relax. The staff will most certainly look after you. They are incredible.		I have not had to give that any thought as I think the hospital do marvellous. I witnessed a very abusive patient being so rude to the staff - they handled it amazingly well.	Male	56-65	White British	
20	King George V Ward	Extremely Likely		Introduction from the staff was very good and made to feel welcome. Arrived via Ambulance. The paramedics were marvellous from A&E to KGV. All smooth and		I think the hospital are doing a fabulous job. In my opinion, very understaffed right through the system. Yet the staff at work do their utmost to cover the shortfall - obviously, very dedicated staff.	Female	46-55	White British	

				no hiccups along the way.						
21	King George V Ward	Extremely Likely		All the staff are really helpful. Made to feel very welcome by everyone. Very clean. I am also a fussy eater but there is always something I can find to eat.			Female	36-45	White British	
22	King George V Ward	Extremely Likely		The staff are very welcoming, kind and friendly. Nothing is too much trouble for them at any time day or night.		Really good staff, doing their best at all times.	Female	16-25	White British	
23	King George V Ward	Extremely Likely		Received excellent treatment from all.			Male	over 65	White British	
24	King George V Ward	Extremely Likely		Well looked after by dedicated staff.			Female	46-55	White British	
25	King George V Ward	Extremely Likely		Very good. I have been well looked after by dedicated staff.		I believe that the ward is understaffed at night.	Female	56-65	White British	
26	King George V Ward	Extremely Likely		Well looked after by a dedicated team.			Male	over 65	White British	
27	King George V Ward	Extremely Likely		All staff were extremely helpful, friendly and, despite being so busy, always make time for everyone. You all do a wonderful job.			Female	36-45	White British	
28	King George V Ward	Likely					Female	46-55	White British	Do not publish
1	Lundy Ward	Extremely Likely		Well looked after by dedicated and friendly staff.			Male	over 65	White British	

2	Lundy Ward	Extremely Likely		The nurses and doctors are friendly and dedicated.		I believe that there a lot wastage e.g. paper hand towel.	Female	56-65	White British	
3	Lundy Ward	Extremely Likely		All the staff are very patient and caring.		The wait in A&E was diabolical. I was there for 8 hours although the waiting time was displaying 3 to 4 hours constantly. Hard seating without cushioning facing the wrong way. The chairs should be facing towards triage so that you notice the staff coming for you - otherwise, just relying on hearing your name.	Female	over 65	White British	
4	Lundy Ward	Extremely Likely		The staff are exceptionally caring and appear to me to be very understaffed.			Female	over 65	White British	
5	Lundy Ward	Extremely Likely		The staff have been tremendous and friendly.			Male	over 65	White British	
6	Lundy Ward	Extremely Likely		The staff have been good and it's comfortable.			Male	56-65	White British	
7	Lundy Ward	Extremely Likely		My care and treatment has been absolutely superb - the guardian angels of Lundy.		Nothing at all, thank you. The ward staff are just amazing, all so dedicated. I would advise the doctors on changeover to listen carefully to what my surgeons have diagnosed and how they have asked for me to be treated. Basically, please read my notes before treating me.	Male	56-65	White British	
8	Lundy Ward	Extremely		All so kind, welcoming		Nothing I can think of at the	Female	16-25	White	

		Likely		and friendly. Very quick to respond if needed.		moment. Everything seems fine.			British	
9	Lundy Ward	Extremely Likely		Brilliant, absolutely brilliant. The nursing staff are amazing.		The ward care is absolutely fine. Clean and excellent food. My concern is that I have been told three times that I would be going home. After contacting my son to pick me up I then heard three times that I would not be going home. I found this very stressful. You build yourself up to go home and are then knocked back down by conflicting news. Lack of communication I would think.	Male	over 65	White British	
10	Lundy Ward	Extremely Likely		I am very pleased the way they look after me - marvellous, thank you.		The nurses are wonderful. My only little thing is the food could be hotter.	Female	over 65	White British	
11	Lundy Ward	Extremely Likely		Their professional attitude. The patience they show. Their kindness. Yes, very good.		No, nothing. I want to praise someone actually. There is an apprentice nurse working on this ward. She is so kind and caring. It was her day off yesterday and, do you know, she came into the hospital to visit me and ask if I was feeling any better.	Female	over 65	White British	
12	Lundy Ward	Extremely Likely		The care is wonderful. The nursing staff are first class. Nothing is too much trouble.		My only concern is the lack of communication from doctors. When I tell you I was nil by mouth for two and a half days while awaiting a scan, only to find	Male	56-65	White British	

						out the doctor did not ask for one. However, that is now resolved and I await the outcome of a meeting - being passed over from medical to surgical team. I hope that communication has been done. This is nothing to do with my superb care from the ward team. Lovely banter in a nice way.				
13	Lundy Ward	Extremely Likely		No complaints whatsoever. The staff are wonderful the way in which they treat me and it cannot be easy for them as I have dementia.		No. More than happy with our wonderful hospital.	Female	over 65	White British	
14	Lundy Ward	Extremely Likely		Excellent. Very caring, thoughtful, kind and hardworking people. How the nurses manage I do not know.		I have God on my side as well as the staff. I pray and bless you all.	Male	56-65	White British	
15	Lundy Ward	Extremely Likely		Everyone is friendly, nothing but good.			Male	56-65	White British	
16	Lundy Ward	Extremely Likely		Well looked after by all of the staff.			Male	over 65	White British	
17	Lundy Ward	Extremely Likely		I have been treated with respect and dignity.			Male	over 65	White British	
18	Lundy Ward	Extremely Likely		The staff are friendly and caring.		More nurses are required.	Female	26-35	White British	
19	Lundy Ward	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
20	Lundy Ward	Extremely Likely		The staff are very caring.		The food could be warmer. At times it is rather bland.	Female	26-35	White British	

21	Lundy Ward	Extremely Likely		Well looked after by all the caring staff.		Need more physiotherapy.	Female	over 65	White British	
22	Lundy Ward	Extremely Likely		The staff have been brilliant.		Need more nursing staff.	Female	over 65	White British	
23	Lundy Ward	Extremely Likely		The staff have been very helpful and understanding.			Female	over 65	White British	
24	Lundy Ward	Extremely Likely		Supportive and kind staff. They treat me as an individual.		The night staff are under pressure as they are so busy.	Female	46-55	White British	
25	Lundy Ward	Extremely Likely		The staff are helpful. They cannot do enough for you.		Give the staff pay rises. Fantastic staff at this hospital.	Male	46-55	White British	
26	Lundy Ward	Extremely Likely		The care from the staff is excellent.		This ward has been brilliant.	Female	over 65	White British	
27	Lundy Ward	Extremely Likely		Absolutely marvellous staff. Nothing is ever too much trouble for them at any time.		Not really. Second time on this ward and not been able to find one single fault. The food is very good as well.	Male	over 65	White British	
28	Lundy Ward	Extremely Likely		Right at the top, yes the very top. The staff are wonderful - so kind, warm and caring at all times.		Firstly, as I said earlier, the ward staff are all brilliant. May I report a constantly dripping tap. I have to put a towel in the basin to stop the dripping noise. Also, there are flats missing from the blind, so privacy could be a bit of an issue as people walk along the opposite corridor and could easily see into the room. So clean and the food is so good as well. Thank you.	Female	56-65	White British	
29	Lundy Ward	Extremely Likely		Absolutely brilliant. When you have cancer, as I have, this is the care and help you		No, not at all. I have been treated both here and in Taunton and I can only say what marvellous care I have	Male	46-55	White British	

				need. A huge thank you to you all.		received every day and night these past two and a half weeks.				
30	Lundy Ward	Extremely Likely		Very good, pleasant, friendly, kind and helpful at all times.		Only to get more nurses to give more help to the overworked staff but, apart from that, in my opinion you are doing a fine job of caring.	Male	46-55	White British	
31	Lundy Ward	Extremely Likely		Absolutely first class care. After major surgery I spent approximately 15 days in Intensive Care, then on HDU and now Lundy Ward where the superb care and kindness is continuing. My husband and I cannot thank you enough. I must say as well the way my husband was looked after at all times.		No way. 100% dedicated and professional care shown by all members of staff at all times.	Female	56-65	White British	
32	Lundy Ward	Extremely Likely		Lovely staff - nothing too much trouble.			Male	Over 65	White British	
33	Lundy Ward	Extremely Likely		Level of care was of a high standard. Had everything I needed.			Male	56-65		
34	Lundy Ward	Extremely Likely		Only in Lundy Ward for 12 hours but in that time I had no complaints.		I came into Lundy Ward at 9pm & was put in a single room. It would have been helpful if I had been told that after 10pm when I switched off TV my door would be shut & lights switched off. Likely	Male	Over 65	White British	

						[illegible] & didn't [illegible] my bell to ask.				
35	Lundy Ward	Extremely Likely		Very friendly and professional staff.			Male	Over 65	White British	
36	Lundy Ward	Extremely Likely		All the staff show great respect and have a very caring attitude towards the patients.			Female	56-65	White British	
37	Lundy Ward	Extremely Likely		The care is next to none - fantastic.		Change the way your meals are made. Otherwise perfect.	Male	46-55	White British	
38	Lundy Ward	Extremely Likely		Great service. Dedicated staff.		Free wifi in wards.	Male	Over 65	White British	
39	Lundy Ward	Extremely Likely		Attentive staff. Clean environment.			Female	36-45	White British	
40	Lundy Ward	Extremely Likely		Only here one night. All things, staff, food 'A ok'. [Name withheld].		None.	Male	Over 65	White British	
41	Lundy Ward	Extremely Likely					Female	56-65	White British	Do not publish
42	Lundy Ward	Extremely Likely		One word: fantastic, kind, caring team.		Food more choice.		Over 65		
43	Lundy Ward	Extremely Likely		Amazing, caring staff.				56-65		
44	Lundy Ward	Extremely Likely		Excellent stay.		N/A.		Over 65		
45	Lundy Ward	Extremely Likely		Excellent people. All work hard. Very kind.				56-65	White British	
46	Lundy Ward	Extremely Likely		My stay was very helpful. The staff were brilliant. I'd like to thank everybody for looking after me.		No.	Female	Over 65	White British	
47	Lundy Ward	Extremely Likely		Staff are brilliant.			Male	56-65	White British	
48	Lundy Ward	Extremely					Female	16-25		

		Likely								
49	Lundy Ward	Extremely Likely		The guardian angels of Lundy are the best team of staff in the hospital.			Male	56-65	White British	
50	Lundy Ward	Extremely Likely				Treasure hunt to get patients up & walking attached nicely to the walls.	Male	56-65	White British	
51	Lundy Ward	Extremely Likely		Very good, caring staff.			Male	56-65	White British	
52	Lundy Ward	Extremely Likely		In Lundy Ward I have always enjoyed a good relationship with all staff and have always been treated with respect. All of the staff seem to be willing despite when my mood is not what it should have been. Many thanks.		Perhaps more staff on the nights. Please do not tell patients they can go home unless you mean it. I have been told 3 times, delayed each time, it is very distressing.	Male	Over 65	White British	
53	Lundy Ward	Extremely Likely		This second time I have spent time on the ward this year. I have [illegible] for to the highest of standards. It constantly amazes me the way that staff are always ready to see to my need. Not only in this ward, but throughout the whole hospital and the NHS in general.		No, but it is important to maintain your high standards.	Male	56-65	White British	
54	Lundy Ward	Extremely Likely		The support I have received has been fantastic.		No.	Male	16-25	White British	

55	Lundy Ward	Extremely Likely		Very caring nurses and so very, very patient. Everything for our comfort.		A little bit more communication between staff.	Female	Over 65	White British	
56	Lundy Ward	Extremely Likely		The whole of the staff are helpful & deserve to be praised.			Female	56-65	White British	
57	Lundy Ward	Extremely Likely					Female	56-65		
58	Lundy Ward	Extremely Likely		Professional & friendly. Reassuring.			Female	36-45	White British	
59	Lundy Ward	Extremely Likely		Nurses are good, food is good too.			Male	Over 65	White British	
60	Lundy Ward	Extremely Likely		Sociable, caring.			Male	Over 65	White British	
61	Lundy Ward	Extremely Likely					Female	Over 65		
62	Lundy Ward	Extremely Likely		Very efficient & friendly & caring staff. Wards etc. very clean. I was very well informed of treatment etc. by doctors/consultants. Food excellent.		No.	Male	Over 65	White British	
63	Lundy Ward	Extremely Likely		Staff were very friendly and patient. Lundy Ward very clean and quiet. Breakfast was nice and the doctors were good.		The service does not need improving. It is excellent the way it is.	Male	56-65	White British	
64	Lundy Ward	Extremely Likely		Staff hardworking and kind.			Male	Over 65	White British	
65	Lundy Ward	Extremely Likely		Wonderful service.			Male	46-55	White British	
66	Lundy Ward	Extremely Likely		The excellent care, kindness and humour shown to me during		No, carry on the good care.	Male	Over 65	White British	

				my short stay. Many thanks.						
67	Lundy Ward	Extremely Likely		Excellent attention and professional. They are the best.			Male	Over 65	White British	
68	Lundy Ward	Extremely Likely		All the staff of this hospital are my heroes for making my stay so comfortable. Had a very long wait for pharmacy to deliver correct meds.		Look for ways to improve the pharmacy service.	Male	Over 65	White British	
69	Lundy Ward	Extremely Likely		All staff I came into contact with extremely friendly and supportive. Felt I was treated as an individual and with a great deal of respect. Would particularly like to thank [name withheld] and the rest of the night staff. I always find nights in hospital the worst but, despite being obviously busy, they remained incredibly supportive and was so quiet I was able to sleep. Thank you!!		Cannot fault my stay.	Female	46-55	White British	
70	Lundy Ward	Extremely Likely		Food lovely. Friendly, helpful staff. Clean, airy surround.			Female	Over 65	White British	
71	Lundy Ward	Extremely Likely		Only a short stay. All [illegible] here. Thank you all.		Wonderful - a short stay.	Male	Over 65	White British	

72	Lundy Ward	Extremely Likely					Female	Over 65		
73	Lundy Ward	Extremely Likely		I don't usually visit hospital but since I've been here staff have been amazing. Dedication on top mark. The care is amazing to young and old. Thank you.		None - it's amazing.	Male	26-35	White British	
74	Lundy Ward	Likely		The nurses are uniformly pleasant & helpful which creates a friendly atmosphere. The units are comfortably small. Noise & disruption are inevitable but effort should be made to keep voices low & not bump the bed - especially at night. Food is better than in the past, but not by much.			Male	Over 65	White British	
75	Lundy Ward	Likely		Good service.		Very good service.	Female	56-65	White British	
76	Lundy Ward	Likely		I cannot fault the care and treatment I received whilst on Tarka and Lundy Wards. The treatment I suffered whilst waiting on a trolley in A&E is another matter.		A&E department very poor - suffered awfully on a trolley in distress for 8 hours.	Male	Over 65	White British	
77	Lundy Ward	Likely		All the staff are kind and friendly. Not		Allow patients to control the heating so that they can	Male	Over 65	White British	

				'Extremely likely' because a cannula was inserted when it was not needed.		adjust the temperature to their satisfaction.				
78	Lundy Ward	Likely		Sick ward 3 - blinds don't cover the windows properly as they are broken. People in the opposite corridor can see you washing & dressing. My husband managed to put the blind right in one window. It's a lovely ward where staff are friendly, very attentive. I was isolated because I am a chemo patient with an infection. I had my own toilet but, unfortunately, no shower. Only a hand basin to wash in. Having said all this, NDDH is an amazing hospital.			Female	Over 65	White British	
79	Lundy Ward	Likely		I was very well looked after.			Male	Over 65		
80	Lundy Ward	Likely		Staff friendly and caring.			Female	Over 65		
81	Lundy Ward	Likely					Male	56-65	White British	
82	Lundy Ward	Neither Likely nor Unlikely					Female	Over 65		
83	Lundy Ward	Not		Excellent service.		Noisy at night.		56-65	White	

		<i>entered</i>		Hardworking staff.					British	
84	Lundy Ward	<i>Not entered</i>		I am 89 years old and have AMD, sight is poor.		Pay the nurses more and engage more staff.	Female	Over 65	White British	
85	Lundy Ward	<i>Not entered</i>		Satisfaction is a very personal judgement. Consequently, I seldom make recommendations on anything! Personally, I have been highly satisfied.			Male	Over 65	White British	
1	Staples Ward (Stroke Unit)	Extremely Likely		Because I have been well cared for by all.			Female	over 65	White British	
2	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very good, efficient and always have a smile. They work as a team.			Female	over 65	White British	
3	Staples Ward (Stroke Unit)	Extremely Likely		I've been happy and well looked after			Male	over 65	White British	
4	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by friendly and helpful staff.			Male	over 65	White British	
5	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by very dedicated staff.			Male	over 65	White British	
6	Staples Ward (Stroke Unit)	Extremely Likely		I was warmly welcomed on to the ward last night, made very comfortable and have been very well looked after.		Not really. I am more than happy, thank you.	Male	56-65	White British	
7	Staples Ward (Stroke Unit)	Extremely Likely		Seems a very attentive ward. Always very busy. Always a warm smile. Quality care really.		No, really good, thank you. The staff are brilliant.	Male	56-65	White British	

8	Staples Ward (Stroke Unit)	Extremely Likely		The staff's general attention and the way I have been treated in a more than friendly way. Always a smile and a kind word. Cleanliness and food are good. I am pleased.		Not really. To be honest, I am more than happy with my care and treatment.	Female	56-65	White British	
9	Staples Ward (Stroke Unit)	Extremely Likely		What can I say apart from a massive thank you to these wonderful people who show so much kindness and affection while carrying out their job.		None that I can see. I am just so pleased the way care and kindness has been shown to me and the other patients.	Female	56-65	White British	
10	Staples Ward (Stroke Unit)	Extremely Likely		Excellent. Only on the ward a short time but made to feel very welcome and made comfortable by the very kind staff.		I honestly cannot think of anything at the moment. Early days I know but I will let you know my views if I find or think of anything. The ward is nice and clean. All good, thank you.	Female	over 65	White British	
11	Staples Ward (Stroke Unit)	Extremely Likely		Very well looked after.			Female	over 65	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		The attention to detail has been excellent.			Female	over 65	White British	
13	Staples Ward (Stroke Unit)	Extremely Likely		I am being well looked after by highly devoted people.			Male	over 65	White British	
14	Staples Ward (Stroke Unit)	Extremely Likely		Superb staff, always so busy but always a smile and a kind word as they zoom past. I am only presuming short-staffed.		No. It is obvious the staff are doing way over what is expected of them. I applaud them for doing so. Wonderful people.	Male	over 65	White British	
15	Staples Ward (Stroke Unit)	Extremely Likely		I cannot find any fault whatsoever. As a		Up to now everything is fine. If I think of anything, I	Female	56-65	White British	

				retired ward sister myself I notice things that go on and believe me the staff are doing a first class job.		will let you know.				
16	Staples Ward (Stroke Unit)	Extremely Likely		The staff are just all so kind and caring, always there to help.		What a difficult question. No, I really cannot think of anything. The staff are wonderful. It is all so clean and the food is also very good.	Female	over 65	White British	
1	Tarka Ward	Extremely Likely		10 out of 10. Absolutely brilliant. Nothing is too much trouble for them at any time.		No I don't think so. It is a wonderful hospital. We are extremely lucky to have it here. Plus wonderful staff to work here. I had a fall in Barnstaple, came here by ambulance to A&E, then to MAU, took to theatre for surgery and finished up here on Tarka Ward - everything went so smoothly.	Female	over 65	White British	
2	Tarka Ward	Extremely Likely		Really good quality staff. As a retired nurse, I can assure you the quality of care is first class. Fantastic people.		Only the food. In my opinion, it is far too bland but other people in the bay seem to enjoy it. Apart from that, all is exceptional. Thank you.	Female	over 65	White British	
3	Tarka Ward	Extremely Likely		As a holidaymaker here, I am absolutely delighted the way I have been treated. Wonderful care.		Nothing, absolutely nothing. Good care, good food, so clean. The staff are all brilliant. I am having physio and will then await an ambulance transfer back up north.	Male	56-65	White British	
4	Tarka Ward	Extremely Likely		Nice to have my own room. The staff are all		Satisfied as it is.	Female	46-55	White British	

				very helpful.						
5	Tarka Ward	Extremely Likely		Very peaceful. The staff are always available when required.		Can be very noisy at night.	Female	over 65	White British	
6	Tarka Ward	Extremely Likely		A good experience. Very friendly. Smaller numbers in the bay is welcome.		Softer chairs needed for A&E.	Female	over 65	White British	
7	Tarka Ward	Extremely Likely		Very caring day and night.		Water could be replaced more frequently.	Female	56-65	White British	
8	Tarka Ward	Extremely Likely		The staff are so professional.		I have been on the ward for six weeks. The consultant involved changes weekly - no continuity and poor communication.	Female	over 65	White British	
9	Tarka Ward	Extremely Likely		The refurbishment of the ward has been a big improvement.		Satisfied the way it is.	Female	over 65	White British	
10	Tarka Ward	Extremely Likely		All the staff are very helpful and competent.		Very good as it is.	Female	46-55	White British	
11	Tarka Ward	Extremely Likely		Very efficient and friendly.		Superb as it is.	Female	over 65	White British	
12	Tarka Ward	Extremely Likely		All hardworking and not always supported by patients' behaviour.		I am a fussy one but the staff have done everything they can.	Male	over 65	White British	
13	Tarka Ward	Extremely Likely		The staff have been excellent. The bay has been clean. Everything has been good.			Female	over 65	White British	
14	Tarka Ward	Extremely Likely		I have been treated with kindness and understanding by all.		The longest wait was waiting in A&E for a bed to be located.	Male	56-65	White British	
15	Tarka Ward	Extremely Likely		The staff have been very good and attentive.			Female	56-65	White British	

16	Tarka Ward	Extremely Likely		The staff are very friendly and nice.			Female	26-35	White British	
17	Tarka Ward	Extremely Likely		The staff are very kind and helpful.			Female	over 65	White British	
18	Tarka Ward	Extremely Likely		The staff are very caring and understanding.			Female	over 65	White British	
19	Tarka Ward	Extremely Likely		I would just say 100% lovely, I cannot thank the staff enough.		Medically, absolutely fine. A very clean ward. Also, I find the food is good. Only one thing for you to consider - some form of a shelf or a table to use in the shower room and toilet or even a couple of hooks maybe to hang things. It is not easy to find a dry spot on the floor when using these facilities - not only for getting wet, but I am thinking along the lines of germs being picked up.	Female	over 65	White British	
20	Tarka Ward	Extremely Likely		The staff are just so kind, understanding and so hardworking. 100% dedicated.		Marvellous medical care from the most wonderful of staff, showing care and dignity at all times. Is it possible to repair, or even replace, the waste bin in bay 3 as every time it is opened it makes such a racket as it bangs shut - drives us patients nuts. the ward is very clean. The food is also very good - good choice and pleasantly tasty.	Female	over 65	White British	
21	Tarka Ward	Extremely Likely		The nurses are very kind and thorough - nothing is too much		No, I don't think so. Everything so far has been wonderful. The staff are just	Female	over 65	White British	

				trouble for them.		amazing.				
22	Tarka Ward	Extremely Likely		I have been in this hospital a number of weeks and have witnessed the hardworking staff - all jelling together, making a fine team. These young people are incredibly kind and caring at all times.		I am sorry I cannot help you as I feel so comfortable with everything in our hospital.	Female	over 65	White British	
23	Tarka Ward	Extremely Likely		The ward has been absolutely fine, cared for by very kind and caring staff who have, at times, had to care for some very poorly and vulnerable patients. I am impressed by the way the staff go about their care.		No. Everything I have needed has been provided. The ward is very clean.	Female	Prefer not to say	White British	
24	Tarka Ward	Extremely Likely		Arrived from Staples Ward late last evening. The staff on Tarka Ward made me feel welcome. Made me very comfortable, making sure I had everything I needed. May I say the staff on Staples were also absolutely marvellous the way in which they also cared for me.		Not really. You have to appreciate the way the staff are so busy to get to you immediately but, my word, generally speaking the staff are on the ball at all times.	Female	over 65	White British	
25	Tarka Ward	Extremely Likely		I can only speak as I find and this Tarka		Nothing that I can think of. Always spotlessly clean.	Female	over 65	White British	

				Ward have given of their best at all times in looking after me. So kind and reassuring, nothing is any trouble for them both day or night.		Always a smile and a kind word from the staff while looking after us.				
26	Tarka Ward	Extremely Likely		All the staff have been very good, friendly.			Female	56-65	White British	
27	Tarka Ward	Extremely Likely		The ward is clean and tidy and the staff are very caring.			Female	56-65	White British	
28	Tarka Ward	Extremely Likely		I have been well looked after by an excellent team.		The hard chairs in A&E could do with cushions or replaced with more comfortable chairs.	Male	over 65	White British	
29	Tarka Ward	Extremely Likely		All the staff were just brilliant with my mother who broke her hip. She is 96 and suffers from dementia - she is rude and violent. Nothing was too much trouble, everyone explained things to me clearly and spent time with me (her daughter).		No, it was brilliant!	Female	Over 65	White British	
30	Tarka Ward	Extremely Likely		Outstanding care throughout. I felt listened to, was reassured where necessary & time was always taken to explain what was going on. Many thanks [name withheld].			Male	36-45	White British	

31	Tarka Ward	Extremely Likely		Care is outstanding.		Your great.		56-65	White British	
1	Victoria Ward	Extremely Likely		The staff on the ward have been absolutely amazing, all of them.		No. I honestly cannot think of anything. I have been very impressed.	Female	over 65	White British	
2	Victoria Ward	Extremely Likely		A friendly, welcoming ward. The staff are excellent. Nothing is too much trouble for them.		As far as I can see, everything is good - food, cleanliness. I cannot really fault anything. Thank you.	Female	over 65	White British	
3	Victoria Ward	Extremely Likely		Once in here and settled in, everything is very good indeed. I cannot speak highly enough of the staff. My word, they never stop.		To be honest, I do not think there is much more that anyone could do for betterment. Food, cleanliness, attitudes of the staff, all seems in order to me.	Female	over 65	White British	
4	Victoria Ward	Extremely Likely		10 out 10. Could not wish for better care at all times. The staff are incredible. Nothing is any bother for them.		I don't think I am in a position to think of anything, thank you. The quality of my care has been dealt with in a very professional way by very professional people.	Male	56-65	White British	
5	Victoria Ward	Extremely Likely		Wonderful care from the doctors and nurses.		The cleanliness is absolutely fantastic. The food is acceptable. Please take more care on making sure toilet rolls are either in place or made more accessible - very awkward when you need one!	Male	over 65	White British	
6	Victoria Ward	Extremely Likely		Friendly, professional staff. Always there for you and very attentive.		Hospital care and treatment is fine - just all this waiting around (lots of us) to go to Exeter for an angiogram.	Male	56-65	White British	
7	Victoria Ward	Extremely		The quality of the care		Nothing else but top marks	Male	over 65	White	

		Likely		given by all the staff - without exception.		for the whole time I have been on the ward. Exemplary care from all staff at all times.			British	
8	Victoria Ward	Extremely Likely		I have had good care and attention.		No beverage was distributed on Sunday afternoon. Also, there is confusion at times over the different colours of the uniforms - who's who.	Male	over 65	White British	
9	Victoria Ward	Extremely Likely		The staff have been very attentive and professional.			Male	46-55	White British	
10	Victoria Ward	Extremely Likely		Caring and understanding staff. A caring atmosphere.		More regular nurses and fewer agency staff - not the same degree of empathy.	Female	over 65	White British	
11	Victoria Ward	Extremely Likely		Well treated by efficient staff.		More communication on the plan going forward. In other words, what they are going to do.	Male	56-65	White British	
12	Victoria Ward	Extremely Likely		I have had good attention and the staff are very pleasant.			Male	over 65	White British	
13	Victoria Ward	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
14	Victoria Ward	Extremely Likely		The staff have been absolutely brilliant.			Female	46-55	White British	
15	Victoria Ward	Extremely Likely		I have had good service with no complaints.		A long wait for the medication to arrive before going home.	Female	56-65	White British	
16	Victoria Ward	Extremely Likely		A hassle-free ward. No problems.			Female	36-45	White British	
17	Victoria Ward	Extremely Likely		Very thoughtful and understanding.			Female	over 65	White British	
18	Victoria Ward	Extremely Likely		They have been marvellous to me. Can't fault them at all			Male	56-65	White British	

19	Victoria Ward	Extremely Likely		Everyone has been very helpful.			Male	over 65	White British	
20	Victoria Ward	Extremely Likely		A clean ward and friendly. Very well looked after by all the staff.			Male	over 65	White British	
21	Victoria Ward	Extremely Likely		Very well looked after by dedicated staff.			Male	over 65	White British	
22	Victoria Ward	Extremely Likely		Excellent service from all the staff.			Male	over 65	White British	
23	Victoria Ward	Extremely Likely		Staff are excellent from cleaners, meal services, healthcare assistant, nurses, doctors. I have been treated with the utmost kindness & with dignity. I cannot praise you all enough. Thank you. I have always been listened to and any problems or concerns have always been resolved with compassion. A credit to this hospital.		Keep doing what you are doing.	Male	56-65	White British	
24	Victoria Ward	Extremely Likely		Everybody is so friendly and reassuring.			Male	Over 65	White British	
25	Victoria Ward	Extremely Likely		I have received excellent care and attention throughout my stay, in a professional and friendly environment. Thank you.		N/A.	Male	Over 65	White British	
26	Victoria Ward	Extremely		Nurses are very		Nothing at this time.	Male	Over	White	

		Likely		attentive as are all staff members on the ward. Very clean ward. Nothing is too much trouble.				65	British	
27	Victoria Ward	Extremely Likely		Was treated with respect & everyone was so friendly. You felt that the staff was like family to you. Can't speak highly enough of them. They do a marvellous job & I wish them all the best & sincere thanks for what they did for me.			Female	Over 65	White British	
28	Victoria Ward	Extremely Likely		Caring staff. Friendly atmosphere.		More full-time regular staff.		Over 65	White British	
29	Victoria Ward	Extremely Likely		All the staff, despite the pressure they are all under, were cheerful, caring & absolutely dedicated to looking after those in their care. I cannot praise them highly enough!		No, but this government & health sectary in particular should respect the dedication of NHS staff, not exploit it by refusing to raise salaries. They are working so much more!	Female	Over 65	White British	
30	Victoria Ward	Extremely Likely		Care and help given during my stay was excellent. Everyone made my stay less stressful. A great team.		I just hope this hospital keeps open. Such super staff.	Female	Over 65	White British	
31	Victoria Ward	Extremely Likely		The attention & treatment I have received has been excellent. The staff are kind & friendly.		No. I have been very satisfied with the service I have received.	Female	Over 65	White British	

32	Victoria Ward	Extremely Likely		Because of the expert care given to me. 10/10.		None - perfect.		Over 65	White British	
33	Victoria Ward	Extremely Likely		Professionalism and care of all staff.		Reduce waiting times - use other hospitals for bypass op.	Male	Over 65	White British	
34	Victoria Ward	Extremely Likely		Doctors, nurses, wonderful care for the two weeks I was here. Food good. Like a holiday. Thank you.		Perfect service. Thank you.	Female	Over 65	White British	
35	Victoria Ward	Extremely Likely		Nice staff, lovely food. Excellent attention. All good.						
36	Victoria Ward	Extremely Likely		Everyone was so kind & helpful & cheerful, nothing was too much trouble. I was in Victoria Ward & the patients are all elderly and were all treated with respect & kindness. [Name withheld].		You can't improve on perfection.	Female	Over 65	White British	
37	Victoria Ward	Extremely Likely		I have been looked after very well. Everyone has been so kind. Thank you all.		After being told we can go home it seemed to take a long time before discharge? Other than that, a perfect service. Thank you.		Over 65	White British	
38	Victoria Ward	Extremely Likely		Caring and friendly staff.			Male	Over 65	White British	
39	Victoria Ward	Extremely Likely		[Illegible] treatment was excellent.		None [illegible]. Good.				
40	Victoria Ward	Extremely Likely		Because you are all true angels. Lots of love. [Name withheld].		None.	Male	46-55	White British	

41	Victoria Ward	Extremely Likely		The customer and patient care I have received has been excellent. All the staff have been kind & caring and professional in every aspect of my care & support.			Male	56-65	White British	
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