

## Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Dec-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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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		All the staff have been nice and friendly.			Female	over 65	White British	
2	ASU Orthopaedics	Extremely Likely		Well treated by all the friendly staff.			Male	over 65	White British	
3	ASU Orthopaedics	Extremely Likely		Been treated well.			Male	over 65	White British	
4	ASU Orthopaedics	Extremely Likely		Everyone has been excellent.			Male	46-55	White British	
5	ASU Orthopaedics	Extremely Likely		The staff just cannot do enough for you - hardworking and never stop. Yes, I would highly recommend.		In my opinion, desperately need more staff as I feel they are so overstretched and busy all of the time. Lovely and clean. So, nothing more I can say. Very smooth movement from triage, A&E to ASU Ward.	Female	56-65	White British	
6	ASU	Extremely		Nursing staff are		Not really. My care is really	Female	16-25	White	

	Orthopaedics	Likely		mostly kind and caring, My night nurse is wonderful. One or two them can be a little abrupt. But, generally speaking, my care is more than good.		good. The place is clean and the food is really good. I think the ward needs a little TLC but, apart from that, all good.			British	
7	ASU Orthopaedics	Extremely Likely		The extraordinary attention provided by the superb staff, including Sodexo staff. My first time in hospital and so very impressed by the professional attitude.		My care here has been first class. Just one comment on the communication between doctors last Friday which was not good. I wish they had not wasted time in giving me my antibiotics.	Male	over 65	White British	
8	ASU Orthopaedics	Extremely Likely		Very polite, caring and kind. What more can I say about the staff?		No, nothing whatsoever. All spotlessly clean and good, well-presented food. The nurses are wonderful.	Female	over 65	White British	
9	ASU Orthopaedics	Extremely Likely		Because of everybody really. We are so lucky to have staff like this.		No. I came into A&E. Fabulous care all along the line. Cannot speak highly enough of you all.	Female	over 65	White British	
10	ASU Orthopaedics	Extremely Likely		My care just could not have been better. I was in Dorchester Hospital two years ago. Barnstaple Hospital is way over and above in their care. The nursing staff are just so kind and caring.		Absolutely not. I cannot think of one thing that would have improved my experience.	Female	over 65	White British	
11	ASU Orthopaedics	Extremely Likely		Well treated by excellent staff.			Female	over 65	White British	
12	ASU Orthopaedics	Extremely Likely		Well looked after by staff who have rebuilt my confidence.			Female	over 65	White British	

13	ASU Orthopaedics	Extremely Likely		Well looked after by all the staff.			Female	over 65	White British	
14	ASU Orthopaedics	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
15	ASU Orthopaedics	Extremely Likely		Nursing staff very good, considering negativity about the NHS. I do think they are taken for granted.			Male	Over 65	White British	
1	Capener Ward	Extremely Likely		All the staff have been brilliant.			Female	over 65	White British	
2	Capener Ward	Extremely Likely		Well treated by all the staff.			Female	over 65	White British	
3	Capener Ward	Extremely Likely		All the staff are pleasant and understanding.			Female	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 attention given by the staff has been good.			Male	over 65	White British	
6	Capener Ward	Extremely Likely		Very well treated by all the staff.			Male	over 65	White British	
7	Capener Ward	Extremely Likely		Well treated by all the staff.			Male	over 65	White British	
8	Capener Ward	Extremely Likely		The nursing staff are the ones that make the ward so hardworking. There was one nurse on night duty a few days back that was a bit rude, but everyone else are all incredible.		My only concern is the food. As a Type 1 diabetic, I find the menu very restricted.	Female	over 65	White British	
9	Capener Ward	Extremely Likely		The staff are wonderful. I have not witnessed such dedication in a long		The care on this ward is first class. The cleanliness is marvellous. I have noticed some patients having so	Male	over 65	White British	

				time, Sodexo ladies always have a kind word, always a smile. The staff all give 100%.		many visitors, bags piled on the bed, loud laughing and talking. Not good - two at a time is more than enough. Occupational therapy care in the hospital I find unsatisfactory but every ward I have been on is excellent.				
10	Capener Ward	Extremely Likely					Male	56-65		
11	Capener Ward	Extremely Likely					Male	56-65		
1	Caroline Thorpe Ward	Extremely Likely		All tbe staff are friendly. They listen - so kind and caring to the children. Also, giving parents as much support as they possibly can.		My only thought is more staff. They never stop but the staff are wonderful, so kind, caring and attentive at all times.	Male	16-25	White British	
2	Caroline Thorpe Ward	Extremely Likely		Everything done re: my son's care, as I expected. The doctors attended immediately, thorough examination, kept in overnight for observation, now awaiting to see doctor re: discharge. So, as usual here, a good experience (if you can call it that).			Male	Under 16	White British	
3	Caroline Thorpe Ward	Extremely Likely		All the staff are very friendly. Made very welcome. Seen by the doctors straightaway.		Caroline Thorpe Ward have treated our son very well indeed. Nothing has been any trouble to the staff. Also, the chance we have of	Male	Under 16	White British	

						purchasing food is a brilliant idea. Not so pleased with A&E though, as they sent us home on Monday and had to come back in on Wednesday afternoon.				
4	Caroline Thorpe Ward	Extremely Likely		Amazing care from the staff that are so dedicated to the wellbeing of the children.		Nothing whatsoever to say that is negative about this ward. Not only the way they treat our daughter but also the way that I, as the mother, have been supported by the staff. Thank you to you all.	Female	Under 16	White British	
5	Caroline Thorpe Ward	Extremely Likely		The staff are all really lovely. Made very welcome. First time in hospital so obviously unsure what the ward was going to be like but pleasantly surprised and would always recommend.		No, everything's fine, through triage and up to Caroline Thorpe Ward. Once our daughter was sorted, I just happened to fall asleep in a chair and one of the nurses immediately went and got me a bed. How thoughtful.	Female	Under 16	White British	
6	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the nurses and doctors were incredible! [Names withheld]. Thank you so much for looking after [name withheld] and me (mum).	Felt in good hands to get [name withheld] better quickly.	Nothing.	Female	Under 6	White British	
7	Caroline Thorpe Ward	Yes	Patient	The food is nice and the nurses are nice.	Making me feel better.	Nothing.		9-11	White British	
8	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly and helpful staff. Good cleanliness. Well managed.	HCA, nurses, doctors & consultants. Good facilities for parents. Thank you so much!!		Female	Under 6	White British	
9	Caroline	Yes	Parent/	Everyone is so kind,	How things are		Male	Under	White	

	Thorpe Ward		Guardian/ Carer	caring and friendly. They answer all your questions and explain everything in a way you understand.	explained, how the doctors respect your decisions and you are still able to be independent and be a parent to your child.			6	British	
10	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	As soon as we arrived we were immediately looked after. It's been a very stressful time and the staff are so caring and kind. It's made our stay here a lot more pleasant. The ward is bright, clean and friendly and a lovely playroom. Thank you for all your help with [name withheld].	Reassuring staff, clean, comfortable ward. Felt very looked after. Food was good and reassuringly priced.	Better showers that work properly! Nothing else.	Male	Under 6	White British	
11	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care, as always, from everyone. Thank you. x	Everything!	Nothing.	Female		White British	
12	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone has been really helpful & very friendly.			Female	Under 6	White British	
13	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nursing staff & doctors have been amazing. They take time to listen to any concerns or questions & communicate well & reassure you.	The continuity of care between shifts & staff. Nothing was too much trouble.	Not charge non-BF mums for meals. I'm unable to BF for medical reasons & being penalised for this is unfair. Free meals for all mums!	Female			
14	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly and efficient staff. Continuous, good care of baby.	Processes of what was/would be happening were well-explained. Well		Male	Under 6	White British	

					looked after by staff.					
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	I have felt thoroughly reassured throughout our stay that close contact is kept with my daughter's specialist team. I have also felt remembered about for my needs as well as my daughter's.	Staff very thorough with checks.	Shower - dribbles out.	Female	Under 6	White British	
16	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Extremely helpful & friendly doctors and nurses, ward very clean, comfy beds and of course patients expertly cared for! School hospital excellent. Lovely teachers and numerous activities to keep boredom at bay!		Nothing! Thank you all!		Under 6	White British	
17	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely, kind, helpful staff.	Communication about my baby's illness.	Nil.	Male	Under 6	White British	
18	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because it's run better than other hospitals we've been to.	Smoothly run. No mistakes. Good communication. Good bedside manner from doctors and nurses, and clean.	Nothing we can think of apart from occasionally we weren't made aware of OBS results.	Male	Under 6	White British	
19	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly. Felt welcome. My child enjoyed his stay - he didn't want to leave!			Male		White British	
20	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Looked after brilliantly by [name withheld]	As before, looked after extremely well		Male	6-8	White British	



			Carer	and team and [name withheld] who did EEG. First class as always.	as always.					
21	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer		Staff and doctors very friendly, helpful.	Nothing.	Female	Under 6	White British	
22	Caroline Thorpe Ward	Yes	Patient	Because you get looked after really well and nurses are really efficient.	Nurses were friendly and efficient. I was looked after really well.	Nothing.	Female	16-18	White British	
23	Caroline Thorpe Ward	Yes	Patient	Staff were very attentive. All the staff were brilliant. Everybody explained everything that was going on. My son was very poorly. The whole ward was clean and my son's privacy was respected at all times.	Being able to stay, as a parent. It's really reassuring. Parent facilities. Endless cups of tea.	Nothing. It was all fantastic. All our nurses were really well-informed and if they didn't know they found out. Special thanks to the back room staff being so speedy with blood results etc. I bet they get no thanks!	Male	16-18	White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The room was ready for us as soon as we arrived and we were seen straightaway. Staff all friendly and answered any questions we had.	Friendly staff who listened to what we had to say.	No milk in the parent/family kitchen for hot drinks.	Male	Under 6	White British	
25	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	[Illegible].	Very nice nurses.			6-8	Other ethnic group	
26	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind & caring staff & [name withheld] looked after me and my baby very well.	Clear explanations about my baby's care and condition from nurses & doctors. All very empathetic.	Nil.	Male	Under 6	White British	
27	Caroline Thorpe Ward	Yes	Parent/ Guardian/	Very helpful, professional and			Female	16-18	White British	

			Carer	upmost care.						
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone is friendly and professional. My daughter was checked over straightaway.	The staff were great.		Female	Under 6	White British	
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We were seen very quickly & dealt with efficiently.	Thorough examination & friendly registrar & nurse, [name withheld].		Female	Under 6	White British	
30	Caroline Thorpe Ward	Yes	Not entered	Because my baby son received excellent care by all the staff.	Everything.	Nothing.	Male	Under 6		
31	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great care & service.	Caring about us.	Mealtimes.	Female	9-11	White British	
32	Caroline Thorpe Ward	Yes	Patient	I said 'Yes' because everyone is really nice and look after me really well.	Everyone was really nice to me.	Food timing!	Female	9-11	White British	
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly staff, really helpful, talk you through everything every step.	Really made us feel welcome.		Female	9-11	White British	
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff are amazing, keep you informed, make you feel at home with your baby. Staff are happy & helpful.	All the toys & good choice of food for my baby.	Nothing.	Male	Under 6	White British	
35	Caroline Thorpe Ward	Yes	Not entered	Staff extremely friendly, very clean and lots to entertain the children.	My daughter enjoyed the playroom and the television time. Also, staff were brilliant.	Maybe just slightly more choice of food on the allergy menu.	Female	Under 6	White British	
36	Caroline Thorpe Ward	Yes	Patient	Very caring. Attentive.	The doctor made a good plan, was very lovely.	Nothing.	Female	16-18	White British	

37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	12-15	White British	Do not publish
38	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely staff & playroom.						
39	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Felt at ease since arriving. Offered hot drinks etc. Kind & caring towards my child.			Female	Under 6	White British	
40	Caroline Thorpe Ward	Yes	Not entered	Lovely, friendly staff. Nice food, comfortable environment, feel safe and well cared for.	Everything!		Female	16-18	White British	
41	Caroline Thorpe Ward	Yes	Not entered				Male	9-11	White British	Do not publish
42	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff & doctors very friendly. Great information given by doctor. A very quick visit by very good.	Staff very good & friendly - couldn't do enough for us. We are so lucky to have such a fab place to look after my child.	N/A.	Male	9-11	White British	
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very happy with the care.		Had more staff due to being so busy. Care wasn't as fast as it should have been.	Female	Under 6	White British	
44	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everybody was lovely and caring, nothing was too much trouble.		Coat hooks in the loo/shower areas to hang towels/clothes up would be useful.	Female	Under 6	White British	
45	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	16-18	White British	Do not publish
46	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	12-15	White British	Do not publish

47	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff were very friendly & very helpful & so polite. Very patient & caring.	No complaints at all.	Nothing.	Female	12-15	White British	
48	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff have been brilliant! and very well looked after [illegible]! Thank you. x	It was good to feel constantly reassured and nothing was rushed. Great care was given to [illegible] at all times!	Nothing. Everything was perfect.	Female	Under 6	White British	
49	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Loving. Caring. Nothing is any trouble.	Everything.	Nothing.	Male	Under 6	White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My son has been treated with great care. We could not fault any member of the team.	Friendly staff and my son loved the family room.	All great.	Male	9-11	White British	
51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really friendly, caring staff. Very thorough examinations & really good explanation of what was happening.	Lovely staff.		Female	6-8	White British	
52	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent treatment from staff.	Good food, very well treated.	Nothing.		Under 6	White British	
53	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly & professional staff who never appear to rush the care they give.	Plenty of information with reference to my care plan and progress.	Develop an easier but secure system for parents' access & egress onto the ward when they wish to pop out without disturbing the staff or having to wait to be buzzed in (temporary swipe cards).	Male	Under 6	White British	
54	Caroline Thorpe Ward	Yes	Patient	Everyone is lovely and the care is excellent.	The nurses are amazing.	Nothing.	Male	16-18	White British	
55	Caroline	Yes	Parent/	The whole ward & staff	The care, food, staff,	Perhaps doctors/consultants	Female		White	

	Thorpe Ward		Guardian/ Carer	are beyond amazing. Thoughtful, considerate & all with a lovely sense of humour. I can't tell you how relieved & reassured we have all felt.	doctors, consultants, everyone, parents' room, everything.	could write things down before leaving bedside as busy minds get distracted.			British	
56	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The care he has received has been excellent with wonderful caring staff.	Nurses, doctors and keeping us informed.	Nothing.	Female		White British	
57	Caroline Thorpe Ward	Yes	Patient	Lovely nurses, nice services and the staff listen very well.	The care. Nurses & doctors.	No.	Male	Under 6	Other ethnic group	
58	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Looked after very well. Very friendly staff.	Staff.	No.	Male	12-15	White British	
59	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The care given to our son was outstanding.	Excellent care.	Nothing.	Male	Under 6	White British	
1	Fortescue Ward	Extremely Likely		As far as the care is given, so much is expected of the staff. It is so difficult for them as they seem very understaffed and under so much pressure at all times. I would like to say though their care and attitude is very good.		My only suggestions would be to get more staff. The ward is spotlessly clean and the beds changed on a regular basis. The food, in my opinion, is not up to scratch for a hospital. Also, I would love my uncomfortable mattress changed.	Female	over 65	White British	
2	Fortescue Ward	Extremely Likely		10 out of 10. Extremely well looked by the wonderful nursing staff.		Nothing I can think of. A beautiful ward - so clean and the food is also very good.	Male	over 65	White British	
3	Fortescue	Extremely		I think the care you get			Female	Over	White	

	Ward	Likely		is extremely good. I could not have had better. I will tell people the doctors and nursing staff are excellent.				65	British	
4	Fortescue Ward	Extremely Likely		Because of the happiness & care that was given. Ward was very clean i.e. bed linen. Care from HCAs was fantastic.		Nothing to beat it.	Male	Over 65	White British	
5	Fortescue Ward	Extremely Likely		All the staff are excellent which is hard to find these days.		By the way you work. So friendly.	Male	Over 65		
6	Fortescue Ward	Extremely Likely		Nursing staff are very caring & helpful.		Did not realise I was on a dementia ward with a disruptive patient opposite. But realise this may have to be so due to pressure on NHS and constraints on the ward.	Male	Over 65	White British	
7	Fortescue Ward	Extremely Likely		Excellent care & attention.		No.	Male	Over 65	White British	
8	Fortescue Ward	Likely		Caring staff.		One of the medical staff at the weekend was rude which was uncalled for. The nursing staff on the ward are kind and caring.	Male	56-65	White British	
9	Fortescue Ward	Likely		My wife asked after I lost control.			Male	Over 65	White British	
10	Fortescue Ward	Likely		The staff are very good and so is the food. Quick to get to my needs.			Male	Over 65	White British	
11	Fortescue Ward	Likely		Hardworking, friendly staff.		More staff.	Female	Over 65	White British	

12	Fortescue Ward	<i>Not entered</i>		Bored in bed! Very good, cheerful care. Understanding of my deafness. Hopefully temporary, if I can have the implant.			Female	Over 65	White British	
1	Glossop Ward	Extremely Likely		The staff are helpful.		All ok so far.	Male	over 65	White British	
2	Glossop Ward	Extremely Likely		The nurses are really nice.		Every single nurse has been happy and friendly.	Female	16-25	White British	
3	Glossop Ward	Extremely Likely		The staff are so caring here.		The staff and the service is excellent. The long wait for pharmacy on discharge is the only drawback. I have, at times, waited 4hrs for drugs to take home.	Female	over 65	White British	
4	Glossop Ward	Extremely Likely		All the staff are friendly and helpful.		All good.	Female	46-55	White British	
5	Glossop Ward	Extremely Likely		Very willing and helpful staff.			Male	over 65	White British	
6	Glossop Ward	Extremely Likely		Very good and understanding staff.			Female	over 65	White British	
7	Glossop Ward	Extremely Likely		Everyone is so attentive and understanding.		Perhaps the bathrooms need more regular cleaning and checking for any soiled items.	Female	over 65	White British	
8	Glossop Ward	Extremely Likely		Very well looked after by all the staff.		More bathrooms for females. Also, why do they have to wake up and move patients in the early morning or late at night?	Female	46-55	White British	
9	Glossop Ward	Extremely Likely		The staff nice and friendly.		I am not too happy having to move wards at 1.15am.	Female	56-65	White British	
10	Glossop Ward	Extremely Likely		Very attentive and polite staff.			Male	46-55	White British	
11	Glossop Ward	Extremely Likely		The staff are good and understanding.			Female	46-55	White British	

12	Glossop Ward	Extremely Likely		The staff have been very attentive.			Female	over 65	White British	
13	Glossop Ward	Extremely Likely		A friendly atmosphere and the staff are excellent.			Male	56-65	White British	
14	Glossop Ward	Extremely Likely		Very well looked after.			Male	over 65	White British	
15	Glossop Ward	Extremely Likely		Well looked after by dedicated staff.			Female	over 65	White British	
16	Glossop Ward	Extremely Likely		I have been very well looked after.			Male	over 65	White British	
17	Glossop Ward	Extremely Likely		Well looked after by dedicated staff.			Male	56-65	White British	
18	Glossop Ward	Extremely Likely		I would like to thank everyone involved with my late sister's care & myself. It is very appreciated. If I was a multimillionaire I'd give you guys the world. Without your love & support where would we all be? Many Thanks.			Female	46-55	White British	
19	Glossop Ward	Extremely Likely		Very friendly and caring staff which made my 2 week stay as comfortable and relaxed as possible.		Better tea bags. Sometimes ward left short-staffed, so more nursing staff needed.	Female	26-35	White British	
20	Glossop Ward	Extremely Likely		Friendly staff, always with a smile. Very dedicated and hardworking. They make you feel positive when on a low. Thanks.		Not in my experience.	Female	36-45	White British	
21	Glossop Ward	Extremely Likely		The nurses were excellent and very			Male	56-65	White British	



				attentive, very professional and respectful.						
22	Glossop Ward	Extremely Likely		Cannot fault the attention that was afforded me.						
23	Glossop Ward	Extremely Likely					Female	Over 65	White British	Do not publish
24	Glossop Ward	Extremely Likely		The care & kindness offered by most staff was superb. You do have some exceptional staff nurses that have a real gift in dealing with patients. I will be writing to the chief executive for Barnstaple Hospital naming certain people to make sure they can have it fed back to them in recognition. The NHS gets such bad press but Barnstaple has restored my faith in the system. Thank you!			Male	Over 65	White British	
25	Glossop Ward	Extremely Likely		The kindness of staff. And efficient.			Male	Over 65	White British	
26	Glossop Ward	Extremely Likely		Very friendly staff, clean & mum happy! Open visiting.			Female	56-65	White British	
27	Glossop Ward	Extremely Likely		The care that I have received has been excellent in all areas. The medical and support staff have		In a word, no!	Male	Over 65	White British	

				impressed me with their dedication and professionalism. Thanks!					
28	Glossop Ward	Extremely Likely		Very happy nurses, cleaners, doctors - amazing, very cheerful. Thanks so much.		None.	Female	Over 65	White British
29	Glossop Ward	Extremely Likely		During my stay I have been in ICU, HDU & on Glossop Ward. I can honestly say the standard of care I have received has been truly excellent in all departments. The staff are so friendly (a caring smile made me feel reassured). Nothing is too much trouble, despite being so very busy. I have uncontrollable diabetes. [Name withheld] on Glossop would checked my BM's throughout the night for several nights to make sure I did not get a hypo. They never forgot and I felt I was in safe hands. I found the doctors were competent and explained everything fully. Thank you to doctors for saving my		The only comment I would make is the lunchtime staff need to check the portion sizes requested by the patient. It didn't matter if you ticked small, medium or large, the portion size was the same!	Female	56-65	White British

				life in ICU. I was not at all well when I came in. I think the whole hospital does a marvellous job on the resources it has available.						
30	Glossop Ward	Extremely Likely		Friendly and efficient care. Situation near window with views, uplifting to my feelings. Helpful & caring staff.			Male	Over 65	White British	
31	Glossop Ward	Likely		Staff have all been very nice and, although short-staffed at times, I feel I have been looked after quite well.		More staff! Family were concerned I was in a side room in case I got left too long without being checked on.	Male	56-65	White British	
32	Glossop Ward	Likely		Best treatment anyone get.			Female	Over 65	White British	
33	Glossop Ward	Likely		I don't like coming into hospital but I've been made to feel comfortable in all ways and spoken to in a respectful manner.			Male	36-45	White British	
34	Glossop Ward	Likely		Kind & considerate staff.		More staff. Less wastage. More financial input.				
35	Glossop Ward	Likely		Lack of sleep.			Male	Over 65	White British	
36	Glossop Ward	Neither Likely nor Unlikely		No plug in the wash hand basin.		Lack of communications between consultants over my scan. Told over 24 hours ago that I was going to have a scan and still waiting.	Female	over 65	White British	
37	Glossop Ward	<i>Not entered</i>		Very good care from all nurses, meal ladies,		Speed up time for medications on leaving the	Female	Over 65	White British	

				cleaners, all concerned. Cannot find fault with anyone. Doctors are very polite and talk to me as a person not just another patient.		hospital.				
1	Intensive Care Unit	Extremely Likely		I can see how professional and competent the staff are. I would recommend if I had to 100%.		No. I do not think that there is even one thing the staff could have done any better. Do you realise that one of the nursing staff even rang to check on my wellbeing on her day off. A huge thank you to you all. I am really surprised at their expertise. I find them all so skilful but the main thing that has staggered me is their depth of medical knowledge and the kind and caring way they use this knowledge.	Female	over 65	White British	
2	Intensive Care Unit	Extremely Likely		10 out of 10. The staff are absolutely brilliant.		I am not in a frame of mind to really comment. However. I shall do so once home - my comments will be all positive.	Male	over 65	White British	
1	King George V Ward	Extremely Likely		Very good care, nursing staff are spot on, always giving of their best. Understaffed I think. The porridge is fabulous.		My only concern is the chat and laughter at night from the staff. Apart from that, all very good.	Female	over 65	White British	
2	King George V Ward	Extremely Likely		As a visitor in North Devon, I am pleased to rate KGV highly. The		As far as I am concerned, there is nothing that comes to mind. I am hopefully	Female	over 65	White British	

				staff are wonderful - all a credit to the hospital. All the staff are just as smiling and caring after their very long shifts. Well done.		being discharged today. I shall take telephone numbers for my ongoing care when I get home. All the patients treated exactly the same. The staff are wonderful, doing everything possible within their resources.				
3	King George V Ward	Extremely Likely		Nothing else but 100% total quality care, given by very kind and understanding staff. So hardworking at all times.		No. I am very complimentary to the way I have been cared for and treated.	Female	over 65	White British	
4	King George V Ward	Extremely Likely		I think this hospital and this ward are fabulous. The staff are absolutely wonderful.		With the kindness and care I have received, I can only say one huge thank you and compliments of the season to you all. From my ambulance trip from Bude, to today's discharge. The NHS is superb and all because of the dedication of the staff.	Female	over 65	White British	
5	King George V Ward	Extremely Likely		Fabulous because of everyone's care and kindness. Anything you ask for is done with a smile - just lovely lads and lassies. What more can I say?		Nothing. My care from Sodexo staff to consultants. Remarkable, hardworking, kind people. My husband is also in the hospital and the nurses take me to see him. So I can only speak very highly of the ward. What a difficult job as well.	Female	over 65	White British	
6	King George V Ward	Extremely Likely		The staff are all so very kind and attentive. Very hardworking		KGV has been marvellous and I honestly cannot think of anything or any way of	Female	26-35	White British	

				people. They never stop trying to help out at all times. Nothing is too much trouble for them.		improvement. The care has been excellent.				
7	King George V Ward	Extremely Likely		Treated very well.			Male	56-65	White British	
8	King George V Ward	Extremely Likely		I have been treated well by the staff.		The communications between doctors could be better.	Male	over 65	White British	
9	King George V Ward	Extremely Likely		Nothing has been too much trouble for the staff.			Male	16-25	White British	
10	King George V Ward	Extremely Likely		The staff are friendly and approachable.			Female	46-55	White British	
11	King George V Ward	Extremely Likely		Everyone is nice and friendly.			Female	over 65	White British	
12	King George V Ward	Extremely Likely		All the staff are friendly and helpful.			Female	over 65	White British	
13	King George V Ward	Extremely Likely		Very attentive. Nothing is too much trouble.			Female	46-55	White British	
14	King George V Ward	Extremely Likely		First class service from all the staff.		Improve the parking.	Male	46-55	White British	
15	King George V Ward	Extremely Likely		Friendly staff.			Male	over 65	White British	
16	King George V Ward	Extremely Likely		All the staff are so helpful.		Satisfied as it is.	Female	16-25	White British	
17	King George V Ward	Extremely Likely		So caring and efficient.		Long wait in A&E but I understand and accept the problems. Otherwise, very satisfied and appreciative.	Female	over 65	White British	
18	King George V Ward	Extremely Likely		Staff friendly and efficient.		It's ok as it is.	Male	over 65	White British	
19	King George V Ward	Extremely Likely		The quiet and peaceful way the staff do their jobs.		Satisfied as it is.	Male	over 65	White British	

20	King George V Ward	Extremely Likely		Clean and friendly.		Spot on as it is.	Male	over 65	White British	
21	King George V Ward	Extremely Likely		The staff are marvellous. It is amazing how they keep going on a 12 hour shift.		Satisfied as it is but more investment is needed for staff pay.	Female	over 65	White British	
22	King George V Ward	Extremely Likely		The service is excellent. Everyone is so helpful.		Excellent as it is. More money required for staff pay.	Female	over 65	White British	
23	King George V Ward	Extremely Likely		The staff are all very helpful.		Very satisfied the way it is.	Female	16-25	White British	
24	King George V Ward	Extremely Likely		Really friendly, nothing too much trouble. My first time in hospital so very nervy, but all ok.		My only quibble would be communication before I was admitted as my surgeon had been changed without me being notified. But the ward staff have been wonderful.	Female	46-55	White British	
25	King George V Ward	Extremely Likely		My care has been 1st class. Just bored waiting to go home.		I found communication from my doctor not good. Kept 'nil by mouth' for a couple of days. Kept on saying procedure would be done - waited & waited. Eventually done but had to wait. But all resolved so no problems now.	Male		White British	
26	King George V Ward	Extremely Likely		Plus whatever the highest score is. An amazing ward. Staff are wonderful.		None I can think of. The nurses are all fantastic - a credit to the hospital.	Female	Prefer not to say	White British	
27	King George V Ward	Extremely Likely		My care has been good. Friendly staff, always there when needed, always a smile and a kind word.		Only to say I cannot believe the changeover of staff. My word, they are so overworked.	Male	56-65	White British	
28	King George V	Extremely		1st class care from the		No - difficult to improve	Male	26-35	White	

	Ward	Likely		start. Amazing nurses and doctors. 1st class, professional care from from A&E through to KGV - all in just over 1 hour.		excellence.			British	
29	King George V Ward	Extremely Likely		The staff here are brilliant. Just so caring and always a smile.		What a difficult question. To be honest, I only have praise for the ward.	Male	over 65	White British	
30	King George V Ward	Extremely Likely		This ward is the same as MAU - very caring & friendly. Quick to respond to pull cords. Food very nice & plenty of choice. I have spent a lot of time in this hospital. Also, a short stay at Exeter but this is the cleanest & the best. Many thanks.						
31	King George V Ward	Extremely Likely		All members of staff have been superb. Very professional and friendly.		None.	Female	26-35	White British	
32	King George V Ward	Likely		The staff are helpful and friendly.		The manner of treatment in Recovery was poor - spoken to rudely by a male nurse who refused to give me his name.	Female	16-25	White British	
33	King George V Ward	Likely		The staff was very welcoming and very caring and always happy to help.			Male	36-45	White British	
34	King George V Ward	Likely		Having only spent 3 days. Staff very helpful. Thank you.		None.	Male	56-65	White British	
1	Lundy Ward	Extremely		The staff have all been		Communications need to be	Male	56-65	White	



		Likely		so helpful. They have time for you.		improved. Consultants occasionally forget that you are a human being.			British	
2	Lundy Ward	Extremely Likely		Excellent staff. Always helpful and happy.		Satisfied as it is.	Male	over 65	White British	
3	Lundy Ward	Extremely Likely		Nothing is too much trouble. Very efficient.		Satisfied as it is.	Male	over 65	White British	
4	Lundy Ward	Extremely Likely		All the staff are very helpful and kind.		Very pleased with the service as it is.	Female	26-35	White British	
5	Lundy Ward	Extremely Likely		The staff are good, very helpful, no complaints.		Satisfied the way it is.	Female	over 65	White British	
6	Lundy Ward	Extremely Likely		All the staff are very friendly.		The food is good. Very satisfied.	Female	over 65	White British	
7	Lundy Ward	Extremely Likely		The care is marvellous. Nothing is too much trouble.		Happy as it is.	Female	over 65	White British	
8	Lundy Ward	Extremely Likely		The nursing staff is very good. There is a good atmosphere on the ward.		Breakfast should be improved - would like a full English breakfast.	Male	over 65	White British	
9	Lundy Ward	Extremely Likely		The staff are fabulous - very conscientious and caring.		No. Satisfied as it is but the food is a little variable.	Male	over 65	White British	
10	Lundy Ward	Extremely Likely		Very friendly and efficient.		Satisfied as it is.	Male	56-65	White British	
11	Lundy Ward	Extremely Likely		A clean, spacious and friendly ward.		I am grateful for what it is.	Male	46-55	White British	
12	Lundy Ward	Extremely Likely		Very friendly and helpful staff.			Female	over 65	White British	
13	Lundy Ward	Extremely Likely		Very helpful staff.		Food temperature varies - sometimes cold.	Female	over 65	White British	
14	Lundy Ward	Extremely Likely		Everyone friendly and helpful, nothing too much trouble.			Male	over 65	White British	
15	Lundy Ward	Extremely		Very busy and short-		Staff wards properly -	Female	46-55	White	

		Likely		staffed, but have prioritised things.		especially at night when nurses have moved to other wards, leaving this ward short-staffed.			British	
16	Lundy Ward	Extremely Likely		The service has been good.			Male	36-45	White British	
17	Lundy Ward	Extremely Likely		I have been well looked after by all the staff.			Male	over 65	White British	
18	Lundy Ward	Extremely Likely		The level of care has been good.		Communication between doctors and palliative care has been lacking.	Male	56-65	White British	
19	Lundy Ward	Extremely Likely		I have been well looked after by all the staff.			Male	56-65	White British	
20	Lundy Ward	Extremely Likely		I have had professional and caring treatment.			Female	over 65	White British	
21	Lundy Ward	Extremely Likely		Amazing.				Over 65	White British	
22	Lundy Ward	Extremely Likely					Female	Over 65	White British	
23	Lundy Ward	Extremely Likely					Male	56-65	White British	
24	Lundy Ward	Extremely Likely					Male	56-65	White British	
25	Lundy Ward	Extremely Likely					Female	Over 65	White British	
26	Lundy Ward	Extremely Likely		Because the care and attention I have received while under the treatment of Lundy Ward has been of the highest quality and second to none.		Cut down on the waiting times for meals, particularly at weekends.	Male	Over 65	White British	
27	Lundy Ward	Extremely Likely		The ward is clean, tidy and allows space to recover in private. The			Female	36-45	White British	

				nursing and HCA teams are very diligent and careful to provide a comfortable stay as well as showing care & compassion. Thank you.						
28	Lundy Ward	Extremely Likely		It was a very overwhelming experience to have a major operation but, without fail, everyone I came in contact with was kind, thoughtful and did their very best to put me at ease. The ward and toilet were spotless - warm and welcoming.			Female	Over 65	White British	
29	Lundy Ward	Extremely Likely		This ward is staffed by the best people for the job. The fact that it is the same staff year in year out says it all.		No.		Over 65	White British	
30	Lundy Ward	Extremely Likely		Excellent service from everyone involved with my time here.		None.	Male	Over 65	White British	
31	Lundy Ward	Extremely Likely		I am unable to answer the above as my son & daughter-in-law now live in France.		No. I found the nurses and doctors most helpful in any question I asked. Thank you.	Female	Over 65	White British	
32	Lundy Ward	Extremely Likely		Everybody very helpful & kind.		No. All good.	Female	Over 65	White British	
33	Lundy Ward	Extremely Likely		Very good service.		No.			White British	
34	Lundy Ward	Extremely Likely		This was my first time in a hospital that I			Male	26-35	White British	

				remember and every staff member made me feel at home from arrival until departure.						
35	Lundy Ward	Extremely Likely		The nurses and doctors are very pleasant and the care is outstanding.		No.	Male	36-45	White British	
36	Lundy Ward	Likely		The staff on the ward are very good.		Doctors should put patients before themselves i.e. communication needs to be improved.	Female	over 65	White British	
37	Lundy Ward	Likely				I would appreciate more visits from the doctors.	Male	over 65	White British	
38	Lundy Ward	Likely					Female	Over 65	White British	
39	Lundy Ward	Likely		Supportive, friendly and knowledgeable staff. Being in hospital is scary, but great staff take away the fear, so you can just concentrate on recovery.		Increase staffing. The staff are all amazing but they are stretched and work harder than they ought to have. The NHS is a marvellous thing and it should be promoted and funded more. Maybe this is not a ward improvement but overall.	Female	36-45	White British	
1	Staples Ward (Stroke Unit)	Extremely Likely		Well treated very well.			Male	36-45	White British	
2	Staples Ward (Stroke Unit)	Extremely Likely		The care and attention is good.		The food is bland.	Male	56-65	White British	
3	Staples Ward (Stroke Unit)	Extremely Likely		Only here a couple of days but from what I see all is very good, including the food. The bay is so clean and the nurses and doctors are all so young but very good.		No, not really. Everything seems absolutely fine, thank you.	Female	over 65	White British	

4	Staples Ward (Stroke Unit)	Extremely Likely		Only arrived last night and made very welcome by very kind staff.		No, everything is fine. All so clean. Good food - lovely and hot.	Female	over 65	White British	
5	Staples Ward (Stroke Unit)	Extremely Likely		The kindness, care and consideration shown at all times. I have to be fed, washed and cared for at all times. The physio team do their best to help us. I find the food changeable - sometimes good but other times very bland. But the staff are superb.		No, I don't think so. Just wonderful. That is all I can say.	Male	over 65	White British	
6	Staples Ward (Stroke Unit)	Extremely Likely		In my experience, the care I am receiving is excellent from all the staff, right through the ranks.		As a patient on holiday I cannot express my thanks to you all in the highest way. My care has been way over above and beyond. 100% dedication and professional approach at all times. Arrived by ambulance to A&E - excellent service. I am surprised at the disrespect shown to the staff by some patients, as the respect and dignity shown by the staff is beyond reproach.	Male	over 65	White British	
7	Staples Ward (Stroke Unit)	Extremely Likely		The general care has been very good.		Satisfied as it is.	Male	over 65	White British	
8	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are friendly and efficient.		Communication between consultants and patient could be improved. There is a tendency to talk over the patient.	Male	over 65	White British	

9	Staples Ward (Stroke Unit)	Extremely Likely		The friendliness and helpfulness - always ready to help.		Very good as it is.	Female	over 65	White British	
10	Staples Ward (Stroke Unit)	Extremely Likely		Everybody is very nice and friendly.		Happy the way it is but very concerned about the closure of local hospitals.	Female	over 65	White British	
11	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are very efficient and helpful.		It could not be any better.	Female	over 65	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		The staff are so kind and helpful.		No. It is fantastic as it is.	Male	over 65	White British	
13	Staples Ward (Stroke Unit)	Extremely Likely		Very friendly and helpful staff. I have been well looked after.			Female	over 65	White British	
14	Staples Ward (Stroke Unit)	Extremely Likely		Friendly staff.			Male	over 65	White British	
15	Staples Ward (Stroke Unit)	Extremely Likely		Excellent treatment and very helpful and courteous staff.			Male	over 65	White British	
16	Staples Ward (Stroke Unit)	Extremely Likely		Very well looked after by excellent staff.			Male	over 65	White British	
17	Staples Ward (Stroke Unit)	Likely		The nurses have been kind and understanding.		I am happy the way it is.	Female	over 65	White British	
18	Staples Ward (Stroke Unit)	Likely		The staff are very helpful.		It is good as it is.	Female	over 65	White British	
19	Staples Ward (Stroke Unit)	Unlikely		I had a bad experience on arrival - felt that the ward sister was very rude and inconsiderate.			Female	over 65	White British	
1	Tarka Ward	Extremely Likely		Friendly and helpful staff.			Male	36-45	White British	
2	Tarka Ward	Extremely Likely		Good all round treatment		Perhaps the armchairs within the bays on an orthopaedic ward could be higher off the ground.	Male	over 65	White British	

3	Tarka Ward	Extremely Likely		Trouble-free. Good staff.			Male	over 65	White British	
4	Tarka Ward	Extremely Likely		Friendly staff and a clean ward.		More nursing staff.	Female	56-65	White British	
5	Tarka Ward	Extremely Likely		The treatment received has been good.		More nursing staff.	Female	over 65	White British	
6	Tarka Ward	Extremely Likely		Friendly and helpful, very willing.			Female	over 65	White British	
7	Tarka Ward	Extremely Likely		Excellent staff.		Expensive TV and phone service.	Female	over 65	White British	
8	Tarka Ward	Extremely Likely		All the staff are very good and understanding.			Male	over 65	Other ethnic group	
9	Tarka Ward	Extremely Likely		The staff have been very friendly.			Male	over 65	White British	
10	Tarka Ward	Extremely Likely		Caring, considerate and polite staff.			Female	over 65	White British	
11	Tarka Ward	Extremely Likely		Everyone is very helpful at all times. The staff are hardworking. Excellent care.		Quality care. I was surprised though to have an epidural and not a general anaesthetic as I had in Exeter for my last procedure. But everything seems fine.	Male	56-65	White British	
12	Tarka Ward	Extremely Likely		I am really impressed. If I could give 11 out of 10 I would. An excellent team. Total dedication from all the staff.		I do not think so. Everything has run smoothly and very efficiently.	Male	over 65	White British	
13	Tarka Ward	Extremely Likely		Many experiences in this hospital. As usual, top quality care. Assisted at all times by the staff.		My ward experience has been superb. So clean and good food. Excellent.	Male	46-55	White British	

14	Tarka Ward	Extremely Likely		Very welcoming. Attentive care - always keeping an eye on you. Very spacious ward. All good really.		Not really. Everything is really good. A clean ward and good food, so no, nothing at all - from Sodexo to consultants.	Male	over 65	White British	
15	Tarka Ward	Extremely Likely		In a word 'brilliant'. The staff are unbelievable - nothing is too much trouble for any of them.		Not really. A water dispenser would be good for cold drinking water but I expect it would be too expensive.	Female	over 65	White British	
16	Tarka Ward	Extremely Likely		Very polite and understanding.			Male	over 65	White British	
17	Tarka Ward	Extremely Likely		Friendly. Nothing is too much bother. Efficient.			Male	over 65	White British	
18	Tarka Ward	Extremely Likely		Everyone is friendly and understanding.			Female	46-55	White British	
19	Tarka Ward	Extremely Likely		The caring and understanding staff.		The overall care I have received has been excellent.	Male	36-45	White British	
20	Tarka Ward	Extremely Likely		Very professional and efficient.		More resources are needed for social care.	Female	56-65	White British	
21	Tarka Ward	Extremely Likely		Nice and friendly ward and staff.			Female	over 65	White British	
22	Tarka Ward	Extremely Likely		The service and staff have been excellent.			Male	over 65	White British	
23	Tarka Ward	Extremely Likely		I have been so impressed with all the staff in Tarka Ward for their caring, considerate & friendly manner. Always there to help. Nothing is too much trouble and they understand one's pain, giving the sick the dignity they deserve. Quite wonderful!			Female	Over 65	White British	



24	Tarka Ward	Extremely Likely		Excellent ward staff.		Time now 1500 hours. Thoughts should be given to improving the excessive time taken by the pharmacy dept to enable a smoother discharge from the ward (3 hours and still waiting) which spoils an otherwise first class service. It is now over 4 hours! I was released by the consultant at 0925.	Male	Over 65	White British	
25	Tarka Ward	Extremely Likely		Friendly staff, clean, efficient. Fantastic ward, fantastic hospital!			Female	36-45	White British	
26	Tarka Ward	Neither Likely nor Unlikely		Coming from intensive care, the attention is completely different.		Requested that the bathroom be cleaned - this should have been done before my arrival.	Female	over 65	White British	
27	Tarka Ward	Unlikely		I feel I am in the wrong ward - in an orthopaedic ward with a surgical problem.		Better communications i.e. my treatment on KGV Ward was not on the notes when I transferred to Tarka Ward.	Female	56-65	White British	
1	Victoria Ward	Extremely Likely		The staff are wonderful. The food is fine and the ward is clean.		Been informed that I'm being transferred to Exeter by ambulance but that after my operation I have to make my own way back. Why do I have to pay for my transfer back to Barnstaple?	Female	over 65	White British	
2	Victoria Ward	Extremely Likely		Everything has been good. The food is ok.			Male	over 65	White British	
3	Victoria Ward	Extremely Likely		The service has been good.			Male	over 65	White British	
4	Victoria Ward	Extremely Likely		High standard of professionalism at all levels.		More funding is required along with more nurses.	Male	over 65	White British	

5	Victoria Ward	Extremely Likely		The staff are excellent and the food is good.		Last time, once discharged, the promised follow-up did not happen - concerned that there may be a repeat of this.	Male	over 65	White British	
6	Victoria Ward	Extremely Likely		All the staff are fine,			Male	over 65	White British	
7	Victoria Ward	Extremely Likely		Everyone is helpful and friendly.			Female	over 65	White British	
8	Victoria Ward	Extremely Likely		Well looked after in a friendly ward.			Female	over 65	White British	
9	Victoria Ward	Extremely Likely		The staff are all very good.		Satisfied as it is.	Female	over 65	White British	
10	Victoria Ward	Extremely Likely		I came in to get well and it is working.		What are you looking for - perfection?	Male	over 65	White British	
11	Victoria Ward	Extremely Likely		The staff are first class.		The food could be hotter.	Male	over 65	White British	
12	Victoria Ward	Extremely Likely		Cleanliness and friendliness.		It is very good as it is.	Male	over 65	White British	
13	Victoria Ward	Extremely Likely		The care is very good.		Very good as it is.	Male	over 65	White British	
14	Victoria Ward	Extremely Likely		Thorough and professional.		More money would be good but, under the financial constraints, it works as well as one can expect.	Male	over 65	White British	
15	Victoria Ward	Extremely Likely		The caring, professionalism and friendliness of the staff.		More money is needed but, under the circumstances, do an amazing job.	Female	over 65	White British	
16	Victoria Ward	Extremely Likely		All the staff are caring and nothing is too much trouble.		Satisfied as it is.	Female	over 65	White British	
17	Victoria Ward	Extremely Likely		The nurses are lovely.		Very pleased as it is.	Female	over 65	White British	
18	Victoria Ward	Extremely Likely		The staff are all so good.		Get a better chef!	Female	46-55	White British	

19	Victoria Ward	Extremely Likely		The staff are really good and have done all they can.		None whatsoever.	Male	over 65	White British	
20	Victoria Ward	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
21	Victoria Ward	Extremely Likely		All the staff appear to be very caring and friendly.			Female	over 65	White British	
22	Victoria Ward	Extremely Likely		Very well looked after by all the staff.			Male	over 65	White British	
23	Victoria Ward	Extremely Likely		Well looked after by all the excellent staff.			Female	over 65	White British	
24	Victoria Ward	Extremely Likely		Looked after by dedicated staff.			Female	over 65	White British	
25	Victoria Ward	Extremely Likely		Dedicated and friendly staff.			Female	over 65	White British	
26	Victoria Ward	Extremely Likely		The staff nurses, doctors were all very good.		No. They were all very good.	Male	Over 65	White British	
27	Victoria Ward	Extremely Likely		Satisfaction.						
28	Victoria Ward	Extremely Likely		My care and the attention given by the ward staff has been excellent.						
29	Victoria Ward	Extremely Likely		Many thanks to all at Victoria Ward from [name withheld]. Staff helpful & kind. Facilities good. Food limited (not enough veg, fruit, healthy things). Nurses/staff changes & workload means little time to care for patients (not their fault).		More literature covering illnesses & ability to spend time with doctor or well-informed nurse/[illegible] to discuss medicines, options, worries etc. Reduce paperwork. Stabilise staff.	Male	Over 65	White British	

30	Victoria Ward	Extremely Likely		The care and consideration I have received on this ward from cleaners to consultants has been exemplary.			Male	Over 65	White British	
31	Victoria Ward	Extremely Likely		I have been very well cared for. Everyone has been very friendly and polite.			Male	Over 65	White British	
32	Victoria Ward	Extremely Likely		The staff have been both efficient and friendly and made one feel at home. Also, they spent time to explain procedures and medicines used on you which was reassuring.			Female	Over 65	White British	
33	Victoria Ward	Extremely Likely		The doctors & nurses have always put the patient first. They are kind and helpful at times when you need someone to talk to which I find hard a lot of the time.		Get rid of the new toilet paper machines. They are more trouble than useful as paper is too thin.	Female	Over 65	White British	
34	Victoria Ward	Extremely Likely		The lovely, caring people that work here. Very clean. The food's nice.			Female	46-55	White British	
35	Victoria Ward	Extremely Likely		Excellent care!			Female	Over 65	White British	
36	Victoria Ward	Extremely Likely		Wonderful staff. Caring, compassionate, efficient and couldn't be better. Many thanks to everyone.		None.	Female	Over 65	White British	

37	Victoria Ward	Extremely Likely		Couldn't fault the nurses or the rest of the staff. All lovely.			Female	Over 65	White British	
38	Victoria Ward	Likely		Very good care with cheerfulness, despite being short of staff.			Female	Over 65	White British	
39	Victoria Ward	Likely		Food very good, which helps one's recovery. Everyone very pleasant.			Female	Over 65	White British	
40	Victoria Ward	Likely		If you can show me another hospital with such great staff I will be happy to go. I feel that I will recover quicker in such a great hospital as NDDH. Your just great.		Carry on the good work.	Female	Over 65	White British	