

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

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

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

Children and young person's FFT card question: *Would you tell your friends that this is a good hospital ward to come to? Response options: Yes, Maybe, No, Don't know.*

Quantitative Results

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

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

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

	Ward / Unit	Friends and Family Test response	Children and young person's FFT card completed by: Patient or Parent / guardian / carer Easy read FFT card completed by: Patient or Family member / Carer)	Reason given for the Friends and Family Test response	Children and young person's FFT card What do you think was good about your stay?	Suggestions for improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published
1	ASU Orthopaedics	Extremely Likely		The care given by all staff was exceptional. Nothing is too much trouble any time day or night. Cannot praise the ward enough. Well done to all.			Female	Over 65	White British	
2	ASU Orthopaedics	Extremely Likely		Very good.		Good.	Male	Over 65	White British	
3	ASU Orthopaedics	Extremely Likely		I found everyone helpful in every way. Also, seeing you were as comfortable as possible. Nothing too much trouble.						
4	ASU Orthopaedics	Extremely Likely		Very caring and attentive staff. Thank			Female	46-55	White British	

				you to everyone that has helped me back on my feet.						
5	ASU Orthopaedics	Extremely Likely		Caring, professional staff and good information - once I know what questions to ask!. Nothing too much trouble! More informal than bigger hospitals I know. Surgeon friendly & reassuring.		Staff on this ward seemed confused & frustrated by its location constantly being moved around. Hopefully, they will be in a more stable situation soon?	Female	56-65	White British	
6	ASU Orthopaedics	Extremely Likely					Male	Over 65	White British	Do not publish
7	ASU Orthopaedics	Extremely Likely		Because the staff are so nice and pleasant. Can't do enough for you.			Female	56-65	White British	
8	ASU Orthopaedics	Extremely Likely		For the staff nothing is too much trouble. Never made to feel you are a burden in any way. Always ready to help, friendly, explains everything, still feel empower. Super team!		I'm sure there must be but can't think of any. No complaints since like well-oiled clockwork.	Female	Over 65	White British	
9	ASU Orthopaedics	Extremely Likely		The staff are lovely and nothing is too much trouble.			Female	56-65	White British	
10	ASU Orthopaedics	Extremely Likely		Lovely, attentive staff for the patients' wellbeing & welfare. Good communication of daily care and post-op care esp. from physiotherapy staff.			Female	56-65	White British	

11	ASU Orthopaedics	Extremely Likely		The organisation and management of staff in order to work as a team is excellent, everything went as clockwork. Staff are most amenable and willing to help. Student nurses from Plymouth University are keen to learn and willing to find answers to our questions, exploring the internet and returning the answers to me, e.g. [name withheld]. All are helpful to make our stay comfortable. A huge thank you! from [name withheld].		Has there ever been a suggestion to have a system whereby meals can be purchased by patients. Would it save the hospital money?	Female	Over 65	White British	
12	ASU Orthopaedics	Extremely Likely		The staff work hard.		More nurses are needed and not as many chiefs.	Male	over 65	White British	
13	ASU Orthopaedics	Extremely Likely		Everyone is kind and helpful.		It is all good apart from being noisy.	Female	over 65	White British	
14	ASU Orthopaedics	Extremely Likely		All good. The nurses respond quickly. The staff uniforms are confusing and the name badges are too small.		Have an almoner back in service - they helped with all things. It took 60 weeks to get my operation done.	Male	over 65	White British	
15	ASU Orthopaedics	Extremely Likely		All the staff are caring, friendly and extremely helpful. Nothing is any bother to them. I just cannot fault them.		A huge thanks to the wonderful staff on this ward. I include housekeepers and everyone else on this ward.	Male	over 65	White British	
16	ASU	Extremely		My care has been		Clinical and medical care has	Male	over 65	White	

	Orthopaedics	Likely		absolutely 1st class. Very professional staff, always around at all times, spotlessly clean, food variable but acceptable. Staff are way above my expectations.		been marvellous. Do us a favour and move the clock so all patients are able to see the time. It needs being the other end of the ward.			British	
17	ASU Orthopaedics	Extremely Likely		Both this ward and my previous ward, Tarka. The staff have been 1st class in carrying out their work to the best of their ability.		My only suggestion is more staff. Surely these nurses will be burnt out if they continue working like this. Our government needs to get our NHS sorted.	Male	over 65	White British	
18	ASU Orthopaedics	Extremely Likely		20 out of 10. Absolutely wonderful. I have no complaints whatsoever. The staff are just all so dedicated.		Not at all. Lovely and clean. Very friendly, kind and caring people. They deserve a medal. All of them.	Female	over 65	White British	
19	ASU Orthopaedics	Extremely Likely		Always very attentive at all times of the day and night doing a very difficult job. They show amazing strength in their character carrying out their work. Be proud of what you do.		My medical care has been wonderful. In general, the cleanliness is good. I would like to point out dust in the outlet fins on the radiator in bay 3 and broken window blinds. A small thing but sat here I could not miss it. Cannot fault the food and the care.	Female	46-55	White British	
20	ASU Orthopaedics	Extremely Likely		To be honest, it is the staff - so kind and attentive, always working hard with a smile and a kind word.		No, when your needs have been fulfilled, it is difficult to suggest anything to improve on. It is always down to the way you understand people, particularly vulnerable patients in hospital and the	Female	over 65	White British	

						staff on this ward are excellent.				
21	ASU Orthopaedics	Extremely Likely		Because of the politeness and efficiency of all the staff.			Male	over 65	White British	
22	ASU Orthopaedics	Extremely Likely		All the staff have been kind and attentive.			Female	46-55	White British	
23	ASU Orthopaedics	Extremely Likely		Everyone has been excellent and understanding.			Female	over 65	White British	
24	ASU Orthopaedics	Extremely Likely		Every need that I have is attended to. Always attentive.			Female	over 65	White British	
25	ASU Orthopaedics	Extremely Likely		Nothing could be better, thank you. Both here and on Tarka Ward, the staff are just so, so good.		Nothing. I am honestly just so impressed by the whole experience. The cleanliness is very good. The food, in my opinion, is also very good. I have been through the whole system from ambulance and paramedics, all the way through to my discharge today. Everything has been of the highest quality.	Female	56-65	White British	
26	ASU Orthopaedics	Extremely Likely		The staff on Tarka Ward were wonderful, then down to Exeter for a week where the care was very good. Taken back to Tarka for one more night then down to ASU yesterday, where my care has been very good from nursing		My medical care has been very good. However, I feel I must tell you both mine and my husband's frustration. When arriving back to Barnstaple from Exeter last Friday afternoon, expected to see a phsio over the weekend. This did not happen. Saturday morning a physio visited the ward but	Female	56-65	White British	

				staff.		nothing happened. I did ask why she was not seeing me and the reply was: 'Probably lack of funding for physios over the weekend'. The physio arrived today and everything is now fine - they have done a wonderful job today.				
27	ASU Orthopaedics	Extremely Likely		On Tarka up until yesterday, but the care has been really good on both wards.		Not really. Communication has been fantastic, I only rang the consultant's secretary last Wednesday, admitted on Thursday, operated on the Friday. So, obviously more than happy. My wife is struggling as she does with anaesthetic but, as far as I can see, she is being very well looked after.	Female	over 65	White British	
28	ASU Orthopaedics	Likely		It's a nice ward. Friendly staff. Only downfall is noise of staff talking & laughing rather loudly. Very annoying at night.			Female	Over 65	White British	
29	ASU Orthopaedics	Likely		The staff listen and the night staff are brilliant.		It is loud on the ward. If things could be quieter it would great. The care is brilliant and the staff take time to listen to you.	Female	over 65	White British	
30	ASU Orthopaedics	Neither Likely nor Unlikely		Staff pleasant - care was good.			Male	Over 65	White British	
1	Capener	Extremely Likely		The treatment has been good.			Male	over 65	White British	
2	Capener	Extremely		I have been treated			Female	over 65	White	

		Likely		well by kind and dedicated staff.					British	
3	Capener	Extremely Likely		The staff explain everything in a fashion I understand. If asked, they will expand on the information given to me.			Female	over 65	White British	
4	Capener	Extremely Likely		Well looked after by all the kind staff.			Female	over 65	White British	
5	Capener	Extremely Likely		The staff are so kind and caring.		No, I don't think so. Everything is fine, thank you. As I said, the staff are just amazing.	Female	26-35	White British	
6	Capener	Extremely Likely		The quality of the very hardworking staff. I wonder if understaffed.		No. I really think everything seems good. All the staff and the food are very good. Cleanliness is also good.	Female	46-55	White British	
7	Capener	Extremely Likely		Very polite staff. They are so kind and caring. Looking forward to going home but, I repeat, the staff are absolutely wonderful.		Difficult. Just one thing. I don't know whether it is possible to turn the 3 ceiling lights off independently. It would be good if they could. Apart from that, I think the people working here are just so kind and caring.	Male	over 65	White British	
8	Capener	Extremely Likely		Always very polite and caring. Generally speaking, doing a great job. Good communication.		Doctors, nurses etc, are marvellous. I cannot comment about the food as 'Nil By Mouth' but it looks ok. Arrived via ambulance, through A&E, onto MAU, finished up on Capener last evening. I must say all communication has been good, plus my transition all the way through the system.	Male	26-35	White British	

						Very impressed.				
9	Capener	Extremely Likely		Very pleasant staff, at times doing a very difficult job.		Absolutely wonderful, hardworking staff. My only comment would be to get more staff to help out, especially at night. Apart from that, I am delighted with my care.	Female	46-55	White British	
10	Capener	Extremely Likely		The nursing staff are wonderful.		Only to give me my tablets at the times that I want, not when they want to which was the case, but I am pleased to tell you that after talking to the staff they have sorted it. But all the hardworking staff are brilliant.	Female	56-65	White British	
11	Capener	Unlikely		The treatment has been abysmal - the time it's taken for positive action to occur.			Male	over 65	White British	
12	Capener	Not entered		Marvellous staff, hardworking, caring. They don't seem to get a minute, just hope the poor staff do not get burnt out.		No. I just lay or sit watching these very hardworking and dedicated staff doing a job that I believe not many could do. Angels all of them. I came through A&E, then to Medical Assessment Unit before coming here to Capener. First Class care from everyone and I include Sodexo staff as well. A good, well run hospital. Thank you.	Male	over 65	White British	
1	Caroline Thorpe Ward	Extremely Likely		So kind and made very welcome by very		No, could not have been any better and I do include the	Female	Under 16	White British	

				conscientious staff.		way I as the mother has been cared for as well. Very impressive care.				
2	Caroline Thorpe Ward	Extremely Likely		Patient: I think I have been treated very well, looked after quickly on my arrival in hospital. We as a family are on holiday, so I shall always remember this holiday.		Parents: We, as parents, are delighted with the care shown to our son, arriving at the hospital and within 5 hours an operation on his appendix was all completed. The staff have been so attentive going out of their way to put us at ease, answering all questions etc. The surgeon was so informative. We loved the way we could have food on the ward to save leaving our son to go and eat. May I suggest (not a complaint) that the ward could possibly find a sponsor for a comfort bag for parents use, just a tooth brush, tooth paste, soap, shampoo, that sort of thing, just to help the parent with wash facilities until they can get to the shop to purchase.	Male	Under 16	White British	
3	Caroline Thorpe Ward	Extremely Likely		Definitely recommend Caroline Thorpe Ward. The staff are so kind and friendly, doctors also. Plus, being very informative. So, impressed by everything.		On holiday so cannot really comment on altering things. The quality of care received both to our son and the way I have been looked after has been fine. Nothing is too much trouble for them.	Male	Under 16	White British	
4	Caroline	Extremely		All the staff are so		No, all is fine, thank you.	Male	Under	White	

	Thorpe Ward	Likely		kind, caring, nothing is too much trouble.		Very pleased.		16	British	
5	Caroline Thorpe Ward	Extremely Likely		Everything our son has needed has been provided. Diagnosed straightaway, operated on within 2 hours. Brilliant, plus first class aftercare.		No. Both amazing care and hospitality shown to our son & us, as parents. The parents' facility is excellent, meaning not having to leave our children. 10 out of 10 to the fabulous staff. Good team. Care in HDU was unbelievable. 100% dedication.	Male	Under 16	White British	
6	Caroline Thorpe Ward	Extremely Likely		As a constantly returning parent, we are always treated by fantastic staff. Always showing and giving 100% quality, professional care. Cannot praise them enough. Plus, showing kindness in making me comfortable.		No. The parents' room is brilliant - what a good idea. All good. Spotlessly clean with wonderful staff.	Male	Under 16	White British	
7	Caroline Thorpe Ward	Likely		Treated very well, thank you. The staff are kind and welcoming.		No. Everything is very good for my family, thank you. Also, we, as parents, are being looked after.	Male	Under 16	White British	
8	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely staff. All round excellent care.	Very swiftly treated, sympathetic & lovely staff all round.	Not a great deal!	Male	Under 6	White British	
9	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The nurses have been great!	The nurses - so kind!		Female	Under 6	White British	
10	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because the staff make you feel at ease! The practitioner [name withheld] was amazing	Made to feel welcome. All the staff had a smile on their face & always happy	Nothing.	Female	9-11	White British	

				with my little girl!	to help.					
11	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish
12	Caroline Thorpe Ward	Yes	Patient				Female	12-15	White British	Do not publish
13	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care. Friendly practitioner [name withheld] and lovely Dr. Thanks for speedy care.						
14	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very professional & knowledgeable. Very good at listening to history and concerns. We felt our son was in safe hands.			Male			
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer					Under 6	White British	Do not publish
16	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer		If staff were asked to help - prompt.	Quieter and earlier for night-time [illegible].	Female	Under 6	White British	
17	Caroline Thorpe Ward	Yes	Patient	Because the food was really nice and the nurses were even better.	People were kind to me.	Nothing.	Male	12-15	White British	
18	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone is friendly and accommodating. Nothing is too much. Service is very quick.			Male	Under 6	White British	
19	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone was kind, helpful. Explained things well. I hope friends' children don't need to come here	Kind & helpful nurses & doctors.		Female	12-15	White British	

				but, if they do, I would highly recommend.						
20	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff and school team have been amazing, making my little boy from really unwell to happy and bouncing off the walls once more!! Fantastic care from wonderful people.	Care. Understanding of special needs and amazing and wonderful staff!! The food was yummy too!!		Male	Under 6	White British	
21	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	They were all friendly and very efficient!	We were only here for a day.		Male	Under 6	White British	
22	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because the staff are lovely.	Children's activities to help with boredom.	N/A.	Female	Under 6	White British	
23	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great care. Well looked after.	Great communication.		Male	Under 6	White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	[Names withheld] both super-efficient & fabulous at their jobs. Thank you.	Everything.		Male	Under 6	White British	
25	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone kind and helpful and provide excellent care.	As a mum, I could stay with my son and didn't have to go far to get coffee, eat and didn't have to leave him for long.	Nothing.	Male	9-11	White British	
26	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care given whilst here by all involved. Nothing was too much trouble. Looked after very well. Thanks to everyone.	The care given to [name withheld] whilst here was excellent. Couldn't of asked for better. Kind & compassionate.		Male	12-15	White British	
27	Caroline	Yes	Parent/	Lovely staff on ward.	All good.	Clock in room as the one on	Male	Under	White	

	Thorpe Ward		Guardian/ Carer	Very friendly & helpful.		my phone didn't work. Only a little thing.		6	British	
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very attentive staff meeting all values of the trust.	Patient care.		Female	Under 6	White British	
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everything was fantastic. Staff were so friendly, helpful & calming.	Particularly the staff (from nurses, to the doctors).	Nothing.	Male	Under 6	White British	
30	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff have been amazing. My son mentioned he liked the games room and the people.			Male	9-11	White British	
31	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff have been amazing with [name withheld] and with me. Very clear with what they were doing & reassuring. Thank you XXX.	Everything apart from my daughter being poorly.	Nothing, A plus 5-star service. Amazing ward. XXX	Female	Under 6	White British	
32	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nice, polite, helpful staff that care about the patient and their family.	Helpful staff.	N/A.	Female	Under 6	White British	
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Super-friendly staff, very patient & caring. The level of care was fantastic. Nurses were great with a very poorly toddler and very stressed mum!!!	The lovely staff. The food. Considering only 9/10 days into the trial, going really well. Food is ok & very reasonably priced - just the convenience is worth paying any price!	Discharge could have been quicker but I appreciate it is a weekend when there are less staff.	Female	Under 6	White British	
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very good but desk not helpful and felt [illegible].						

35	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care. Full explanation and very happy with care.			Male	Under 6	White British	
36	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff on Caroline Thorpe are wonderful. I can't thank them enough for the care that they gave to my little boy. An extra massive thanks to [name withheld], the children's practitioner who looked after my boy in high dependency. He literally kept me going during the moments I felt my world was crumbling. Thank you.	My son has a condition called MCADD. The prompt care he received when we got to the hospital was excellent and Thank you so much to Dr [name withheld] for picking up on his heart condition.		Male	Under 6	White British	
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent place. Friendly staff.		N/A.	Female	Under 6	White British	
38	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the nurses was fab - super-friendly & patient. I think Caroline Thorpe Ward is an amazing ward. XXX			Female	Under 6	White British	
39	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Instant, attentive care. Thoroughly examined our new born & explained in detail the examination procedure & what to look for over the next few days/weeks. Very reassuring.			Male	Under 6		
40	Caroline	Yes	Parent/	I was fully informed	Communication	N/A.	Female	Under	White	

	Thorpe Ward		Guardian/ Carer	and supported during all stages of [name withheld]'s stay. Everybody treated [name withheld] with a great deal of respect and listened carefully to us.	detailed and informative at all times.			6	British	
41	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Every time we've been here all the staff and doctors are so lovely, friendly and welcoming.	The staff. Their so good with children and make you feel at ease.	More obs maybe but I'd say nothing was bad to need improving.	Female	Under 6	White British	
42	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	As they are very friendly.	They did not ignore if you wanted any info.		Male	16-18	White British	
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All of staff/nurses etc. have been lovely. They have put my mind at ease when I've been worried. Thank you for taking care of my little girl.	Friendliness, support & care.		Female	Under 6	White British	
44	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing nurses. Amazing doctors!	The nurses made us feel very comfortable.	Nothing.	Female		White British	
45	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff were friendly & helpful. Playroom was good.			Male	Under 6	White British	
46	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because they make you feel relaxed at one of the worst times - being in hospital with your child.	That there was always someone to answer questions or to help.	Nothing.	Male	Under 6	White British	
47	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Explained things well to us. Gave us open access until Monday.	Things got sort out quickly. Pleasant staff and explained well.	Nothing.	Female		White British	

				Pleasant staff.						
48	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care as always. Staff really caring and helpful. Clean room. Good choice of healthy food for little ones.	Excellent care.	Nothing.		6-8	White British	
49	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everything was great!	Patient care. Children's toy facilities. Parent facilities. Meal selection was good.	Bloods were meant to be returned within 1hr but took so much longer.	Male	Under 6	White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very attentive team. Nothing was too much trouble. Felt we knew what was always happening with our daughter's treatment.	Staff.		Female	Under 6	White British	
51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	I found all the staff very helpful and my 18 month old daughter was very well looked after.	The staff.	Nothing as I was happy with how everything went.	Female	Under 6	White British	
52	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Felt very looked after.	Friendly staff.		Female	Under 6	White British	
53	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly staff. Confident & helpful. Quick-thinking, fast-acting. Thank you very much.			Female	Under 6	White British	
54	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Helpful, friendly staff. Lots of entertainment for the younger children.			Male	12-15	White British	
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We came in with our daughter with	How well we were all looked after.	Nothing.	Female	Under 6	White British	

			Carer	bronchitis and reassured and sent home with 48 hour access. Just after 48 hours was up we had further concern and told to bring her back despite 48hr being up. She was regularly checked with obs and saw a doctor promptly. Throughout the stay we were reassured and put at ease as well as offered refreshments.						
56	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	[Name withheld] and the rest of the staff went above & beyond to care for my child - and us! Big thanks!	The level of care & empathy.	Can't think of anything at all!		Under 6	White British	
57	Caroline Thorpe Ward	Yes	Patient				Female		White British	Do not publish
58	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Both looked after very well. Everything explained well. Daughter kept occupied & made sure she had things to do to keep her occupied.	Ward clean. All staff polite, friendly, helpful & very professional.		Female	9-11	White British	
59	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Helpful nurses & doctors, patient with children.	Play area very handy for when little ones feeling a bit better.	Pharmacy waiting times.	Female	Under 6	White British	
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic staff.	Staff amazing. Very clean.	Nothing.	Female	16-18	White British	
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/	Thorough care. Kind staff.	Lovely, caring staff.	Long waiting times!	Female			

			Carer							
62	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Helpful, made me feel at ease!			Male	Under 6	White British	
63	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful. Explained everything fully and made me feel at ease.	Very busy ward but still made to feel you weren't forgotten.		Male	Under 6	White British	
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because the nurses & doctors were very professional & made me feel calm in a stressful situation!	Very accommodating for a parent, able to be close to baby.	Nothing.	Male	Under 6	White British	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff have been amazing. The nurses could not do enough. They are lovely, friendly & could not be faulted at all. The care - my daughter has received the best care. We could not say enough.	Everything.	Nothing.	Female	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Felt in good hands, with competent staff.	The care.	More communication/clearer. Less waiting time. Maybe separate teenage area.	Male	6-8	White British	
67	Caroline Thorpe Ward	Maybe	Parent/ Guardian/ Carer	There were good aspects about our experience but also some negative aspects but I'm sure due to lack of time rather than individuals.	Very friendly and informative staff.	Better communication between stages of treatment.	Male	Under 6	White British	
1	Fortescue Ward	Extremely Likely		Lovely nurses.			Female	56-65	White British	
2	Fortescue Ward	Extremely Likely		Everyone has looked after me and been very		No.	Female	Over 65	White British	

				helpful.						
3	Fortescue Ward	Extremely Likely		Care has been excellent. However, another patient was very noisy/disruptive (green bay) and this kept me awake at all times of the day and night.		None.	Male	Over 65	White British	
4	Fortescue Ward	Extremely Likely		Staff helpful & friendly & always willing to help.			Female	Over 65	White British	
5	Fortescue Ward	Extremely Likely		Very, very patient staff under difficult circumstances.			Female	56-65	White British	
6	Fortescue Ward	Extremely Likely		Respect & dignity - whatever was promised was delivered. Clean.			Female	Over 65	White British	
7	Fortescue Ward	Extremely Likely		Excellent care & dedicated staff, always busy but still patient & caring.			Female	Over 65	White British	
8	Fortescue Ward	Extremely Likely					Female	Over 65	White British	Do not publish
9	Fortescue 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	
10	Fortescue Ward	Extremely Likely		Because I've been treated very well.			Female	over 65	White British	
11	Fortescue Ward	Extremely Likely		I am visually impaired but have been treated ok.		Weekend physiotherapy would be very helpful for certain patients.	Female	36-45	White British	
12	Fortescue Ward	Extremely Likely		I have been treated well.			Female	over 65	White British	
13	Fortescue	Extremely		The staff are lovely -		I am well looked after. I	Female	over 65	White	

	Ward	Likely		very busy. The staff tend to talk to each other rather than me, when the doctors are discussing my treatment.		would like more information and time to chat to the doctors about my proposed procedure.			British	
14	Fortescue Ward	Extremely Likely		The staff are caring. They try hard.		Confusing with the number of doctors I have seen. They are always in a rush - no time to discuss my treatment.	Male	over 65	White British	
15	Fortescue Ward	Extremely Likely		I think this ward is brilliant. I feel on a ward like this we need the care that is provided. On this ward the care and attention we receive is so professional and, as a disabled person, requiring 24-hour care, I do know what I am talking about.		As a disabled patient, I cannot thank the staff enough for my care as I need it 24 hours a day.	Female	26-35	White British	
16	Fortescue Ward	Extremely Likely		The staff are fine. They have some difficult patients at times.			Male	over 65	White British	
17	Fortescue Ward	Extremely Likely		On the whole, very well cared for. The nurses are kind and considerate, very helpful as well - so busy.		Difficult. My thoughts are staff shortages at night, which is not good at times, as there are people needing care all the time. The ward is very clean, spotless actually. I do not have much of an appetite so only eat a little, but all good.	Male	over 65	White British	
18	Fortescue Ward	Likely		The kindness & consideration of the			Female	Over 65	White British	

				nursing staff.						
19	Fortescue Ward	Likely		Most staff (more needed) great, a very few not so, a bit abrupt (nurses) - one in particular very abrupt, harsh, rude, insensitive. Made patient very upset & also his wife. Sometimes no tea [illegible] & pm. Could do with more physio - not much given. Sometimes not washed in mornings.		Tea for visitors sometimes as travelled a long way & under stress. Counselling for patients, [illegible] get depressed.	Male	Over 65	White British	
20	Fortescue Ward	Likely		On arrival, a little more info would make the reasons given better.		Quite happy with it.	Male	Over 65	White British	
21	Fortescue Ward	Likely		Very cheery & welcoming. Nice lounge area too! Bright & fresh for patients & visitors.			Female	46-55	White British	
22	Fortescue Ward	Likely		I have been well looked after.			Female	over 65	White British	
1	Glossop Ward	Extremely Likely		The care & attention received at all levels.			Female	Over 65	White British	
2	Glossop Ward	Extremely Likely		Staff are very professional and know what they are doing. Caring attitude to all patients no matter how busy or under pressure.			Male	Over 65	White British	
3	Glossop Ward	Extremely Likely		I have enjoyed my stay in Glossop Ward and			Female	Over 65	White British	

				would recommend it to anyone needs to be in Barnstaple Hospital. [Name withheld].						
4	Glossop Ward	Extremely Likely		Made to feel welcome even at midnight from MAU. The staff are a truly amazing team.		Yes - by getting the doctors to give better answers to any questions and to be more communicative. Apart from that, all good.	Female	36-45	White British	
5	Glossop Ward	Extremely Likely		Everyone is just marvellous. I am here visiting relatives. Sudden illness, rushed into hospital and have been treated wonderfully well by the staff. Lovely and clean. A nice hospital.		Not at all. Goodness me, this hospital is truly amazing - so clean and good food. I would like to say from the ambulance paramedics, to A&E, MAU and Glossop, a true experience of how the NHS hospital service should be run. 100% dedication.	Male	over 65	White British	
6	Glossop Ward	Extremely Likely		Because of the kindness and care shown by all of the staff. My family all agree with me.		Nothing as far as I am concerned. Cleanliness and food are excellent. Obviously, noisy at times during the night with some patients.	Female	over 65	White British	
7	Glossop Ward	Extremely Likely		Very busy, but always have a way of doing their job in a wonderful way, giving care to all patients as and when required.		No, all is good. I have made a complaint about the toilets not being clean, but all good now. The food is good.	Female	36-45	White British	
8	Glossop Ward	Extremely Likely		All the staff have been good.			Female	over 65	White British	
9	Glossop Ward	Extremely Likely		Because they are kind and generous with their time. They always find the time to spend with patients			Female	over 65	White British	

				individually and sort out any problems etc.						
10	Glossop Ward	Extremely Likely		Very nice and friendly staff.			Female	over 65	White British	
11	Glossop Ward	Extremely Likely		All the staff have been very good.			Female	over 65	White British	
12	Glossop Ward	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
13	Glossop Ward	Likely		The side rooms were fine with adequate facilities i.e. bathroom & WC but, having been moved to Bay 2, very noisy and busy. Suggest move now invasive treatment patients to side room only. Washing facilities poor - no mirrors for shaving or grooming.		NHS need to fund more frontline staff & improve their working conditions.	Male	Over 65	White British	
14	Glossop Ward	Likely		The staff are very busy at the moment - it's been extremely noisy.			Female	over 65	White British	
15	Glossop Ward	Not entered					Female	Over 65	White British	Do not publish
1	Intensive Care Unit	Extremely Likely		Absolutely brilliant, 100%, first class, attentive, welcoming, communication skills spot on. So really, all has been excellent.		Nothing I can think of. Actually, I would think the knowledge that the staff need to work in this department has to be of the highest standard. All over and above expectations. So much professional care and dedication shown at all times by all of the staff. Always positive, encouraging words when	Female	56-65	White British	

						treating you.				
2	Intensive Care Unit	Extremely Likely		No issues at all. Everyone is taking good care of you. Very good attitude and dedication at all times - that is all of the staff.		I can honestly say there is nothing I can think of. The food is reasonable but acceptable. Very clean. I would like to thank all the staff for their kindness and care.	Male	26-35	White British	
1	King George V Ward	Extremely Likely					Male	Over 65	White British	
2	King George V Ward	Extremely Likely		Everything good - service, cleanliness, friendly.		Just carry on as they are.	Female	56-65	White British	
3	King George V Ward	Extremely Likely		The service has been very good.		No. Happy as it is.	Male	over 65	White British	
4	King George V Ward	Extremely Likely		The ward is spotless. I have been cared for very well.		Excellent as it is.	Male	46-55	White British	
5	King George V Ward	Extremely Likely		The service is first class from all the staff.		More government funding. Management and ward staff should be closer.	Male	over 65	White British	
6	King George V Ward	Extremely Likely		The ward is clean and spacious. Everyone is so helpful.		More shelving and somewhere to hang clothes in the shower room.	Male	46-55	White British	
7	King George V Ward	Extremely Likely		All the nurses are so good. Nothing is too much trouble.		No complaints.	Male	over 65	White British	
8	King George V Ward	Extremely Likely		Clean. Very, very helpful and kind. I am on holiday and find this hospital so much better than my local hospital.		The service is excellent but the staff should not have to pay for parking.	Female	over 65	White British	
9	King George V Ward	Extremely Likely		It has all been very efficient.		Staffing levels are a bit low at times.	Female	56-65	White British	
10	King George V	Extremely		The staff are very			Male	over 65	White	

	Ward	Likely		caring and attentive.					British	
11	King George V Ward	Extremely Likely		I have been well treated by all the staff.			Male	over 65	White British	
12	King George V Ward	Extremely Likely		The staff are very nice and kind.			Female	46-55	White British	
13	King George V Ward	Extremely Likely		All the staff are very good.		More doctors and nurses are required.	Female	over 65	White British	
14	King George V Ward	Extremely Likely		The treatment and staff have been wonderful.			Female	over 65	White British	
15	King George V Ward	Extremely Likely		The staff are friendly and helpful.			Female	56-65	White British	
16	King George V Ward	Extremely Likely		Friendliness. Caring and professional.		Breakfasts are very simple with limited choice - only cereal and toast. As a diabetic, I am limited to what I can eat, even yoghurts have sugar. Greater menu required.	Male	over 65	White British	
17	King George V Ward	Extremely Likely		Staff have been very helpful, friendly. The ward is clean.		No. Everything is ok.	Female	46-55	White British	
18	King George V Ward	Extremely Likely		I came in for day surgery but unfortunately I had to have a full operation. I feel grateful that the situation was found and dealt with. Good food with adequate portions. Coffee also good and always fresh water provided.		No. It is fine.	Female	46-55	White British	
19	King George V Ward	Extremely Likely		All the staff are kind and helpful and always answer questions. All		No. All ok.	Female	over 65	White British	

				good. No complaints.						
20	King George V Ward	Extremely Likely		The care is very good and all the staff are friendly and helpful. The ward is clean.		None. Everything is very good.	Female	26-35	White British	
21	King George V Ward	Extremely Likely		The staff have shown empathy and professionalism right from A&E to the ward. The cleanliness is very good. Cannot comment on the food as 'nil by mouth'.		The day staff are approachable and I feel I can ask questions or make requests. However, some of the night staff are not as approachable and, consequently, I find it more awkward about making requests - even about pain relief.	Female	36-45	White British	
22	King George V Ward	Extremely Likely		Highly recommend this ward. As a regular patient, my care is always absolutely fine.		My care on the ward is always first class. Because I am a regular on the ward with this same problem, it would be good if somehow I could come straight to this ward rather than wasting the hospital's time, money and resources in A&E, then MAU before finishing up where I always do. Even via the admissions lounge would help.	Female	over 65	White British	
23	King George V Ward	Extremely Likely		Very caring, kind and welcoming.		No problems at all, thank you. The staff have all been so kind. The nurses are truly wonderful. The ward is very clean - the young man does a very good job, so thorough in his work as are all the staff. They are very pleasant.	Female	over 65	White British	

24	King George V Ward	Extremely Likely		Look after you well. Very pleasant staff.			Male	46-55	Mixed / Multiple ethnic groups	
25	King George V Ward	Extremely Likely		Friendly staff - keep the patient well-informed.			Male	46-55	White British	
26	King George V Ward	Extremely Likely		Everyone treats you with dignity and respect.			Male	16-25	White British	
27	King George V Ward	Extremely Likely		Because the staff have been brilliant.			Male	over 65	White British	
28	King George V Ward	Extremely Likely		The nurses and staff have been good.			Male	16-25	White British	
29	King George V Ward	Extremely Likely		I have been well looked after by all the staff.			Male	46-55	White British	
30	King George V Ward	Extremely Likely		The staff are very caring.		The doctors need to listen more to what the patient is trying to say.	Female	26-35	White British	
31	King George V Ward	Extremely Likely		The staff have been brilliant. Nothing is too much trouble.			Female	46-55	White British	
32	King George V Ward	Extremely Likely		Marvellous. All the staff from the Sodexo team, nursing staff, doctors plus, of course, my consultant. Absolutely delighted by their professional attitude.		No. All very, very good to me. I would like to give you all a very big thank you.	Female	over 65	White British	
33	King George V Ward	Extremely Likely		Absolutely marvellous - truly amazing kindness, care, and attention.		No, I don't think so. Everything has been very good. The communication between myself and the doctors and nurses has been excellent.	Female	over 65	White British	

34	King George V Ward	Extremely Likely		Made very welcome by very kind staff. In terrible pain when I arrived and made comfortable very quickly.		Absolutely nothing. Amazing quality care from very hardworking and dedicated staff.	Male	over 65	White British	
35	King George V Ward	Extremely Likely		Seems far less frenetic since last on this ward. Very good care.		My care is fine from the nursing staff. I would like to point out though the lack of communication between two departments. I have found it very frustrating to be taking up a bed with no explanation why. It has now been explained to me but only after asking repeatedly. Communication again re: dietary needs for diabetes and other issues etc. One person says 'nil by mouth' and then told ok to eat today but 'nil by mouth' tomorrow. Also, there is no bedside information booklet. Those are the negatives. My positives are the professional quality and dedication shown by the nurses and Sodexo staff.	Male	over 65	White British	
36	King George V Ward	Extremely Likely		The staff are absolutely superb. Nothing is too much trouble for any of them.		I came into hospital for the first time. It would be good for someone (even a volunteer) to explain the routine on the ward. Communication really. After my surgery and recovery time, I have picked up on	Male	over 65	White British	

						the routine but I would understand if I heard about this happening to other people, as coming into hospital for the first time can be very traumatic.				
37	King George V Ward	Likely		Very clean and friendly.		A&E made me feel very anxious during the diagnosis and I became unnecessarily worried.	Female	over 65	White British	
38	King George V Ward	Neither Likely nor Unlikely		Lack of communication and continuity between patient and medical staff.		Bedside manner from the nurses could be a little improved and more empathy.	Female	46-55	White British	
39	King George V Ward	Unlikely		Felt like a number. Fast discharge without proper check. No good communication/explanations from correct type of doctors. Difficult to meet the correct person for my case. Lots of painkiller and laxative seems just to make people calm, doesn't matter what sick.			Male	36-45		
40	King George V Ward	Unlikely		The first couple of days was a nightmare. When I asked for a painkiller nobody was qualified to give a morphine drip. I was in pain for about 14 hours.		Listen to the patient requirements.	Male	36-45	White British	
1	Lundy Ward	Extremely Likely		Very professional care given with			Female	Over 65	White British	

				consideration & compassion.					
2	Lundy Ward	Extremely Likely		After spending 5 days on KGV Ward it is so noticeable how on KGV Ward they have no time to sit and explain things if you even dare ask a question in the first instance. I am fully aware how our NHS is squeezed so tight the blue of the uniform are now the same colour of their face. I cannot fault Lundy Ward whatsoever! They are so kind [illegible] have the patient at the forefront.		Other than already stated KGV Ward - I was sorry I was left feeling as tho' I was nothing more than a piece of meat. Lundy is up there amongst the heavens. The staff are always attentive. They are always there to answer questions, keep you calm and, more important, the smiles and simply making me feel like complete human being again. Go Lundy go!! Because of you, you made the recovery fun, complete and informative which then stops the worry.	Female	46-55	White British
3	Lundy Ward	Extremely Likely		Because it's perfect.		None.	Female	Over 65	Mixed / Multiple ethnic groups
4	Lundy Ward	Extremely Likely		Friendly staff. informative and very helpful.		No.	Male	56-65	White British
5	Lundy Ward	Extremely Likely		Excellent staff.			Male	Over 65	White British
6	Lundy Ward	Extremely Likely		Helpful, kind and caring staff! Proactive and efficient and had time for everyone.		Make sure the patient knows about all the things they're attached to and knows about everything being done to them - especially when they might not be with it!	Male	16-25	White British
7	Lundy Ward	Extremely		Nothing was too much		Pay the nurses more!	Female	46-55	White

		Likely		trouble for anyone. Everything so friendly and helpful.					British	
8	Lundy Ward	Extremely Likely		100% all round lovely people.				36-45	White British	
9	Lundy Ward	Extremely Likely		All the staff were friendly, helpful and informative, making me feel safe & secure.		No.	Female	56-65	White British	
10	Lundy Ward	Extremely Likely		I was on ICU for 16 days and can't remember anything but Lundy Ward was very good.						
11	Lundy Ward	Extremely Likely		I have been well looked after and kept up-to-date of what's happening. All the staff have been friendly and helpful.			Female	46-55	White British	
12	Lundy Ward	Extremely Likely		[Name withheld] was really amazing kind, caring and bonkers. They made the stay bearable.				26-35		
13	Lundy Ward	Extremely Likely		Always being treated with courtesy and empathy.		Tried hard to but can't think of any.	Male	Over 65	White British	
14	Lundy Ward	Extremely Likely		Brilliant all round care.			Male	46-55		
15	Lundy Ward	Extremely Likely		Amazing service - can't fault it.		Food could do with being warmer.	Female	Over 65		
16	Lundy Ward	Extremely Likely		Ward and rooms all clean and tidy. All staff (including nursing and Sodexo) excellent. Special			Male	Over 65	White British	

				acknowledgement and thanks to [name withheld] who oversaw my care. A big thank you.						
17	Lundy Ward	Extremely Likely		I have been in this hospital 3 times since August 16 - Capener Ward and Tarka and now Lundy I would recommend all wards to my friends and family. The care you get is fantastic. The staff are lovely and will do anything for you. My stay this time I started off Day Surgery as no beds on wards, then came up to Tarka Ward, was put in side room, then moved to open room and then moved again to Lundy Ward.		Stop changing things that make you short of bed in other places and please start listening to the staff doing the jobs on the wards. Then you may find you will not make mistakes in moving wards around and losing beds.	Male		White British	
18	Lundy Ward	Extremely Likely		Excellent service restored my faith in NHS.				Over 65		
19	Lundy Ward	Extremely Likely		Caring and attentive staff.		Wifi on wards.	Male	Over 65	White British	
20	Lundy Ward	Extremely Likely		Well looked after. All very pleasant.			Female	46-55	White British	
21	Lundy Ward	Extremely Likely		Excellent nursing staff.			Female	36-45	White British	
22	Lundy Ward	Extremely Likely		Throughout my stay all nurses, doctors and HCA have been very			Male	56-65	White British	

				helpful and kind and considerate to me. I have received prompt attention even when they were very busy. I am in awe of their dedication. Thank you all.						
23	Lundy Ward	Extremely Likely		Staff are friendly - from cleaners to nurses and always so helpful. I give you 10 out of 10.			Male	Over 65	White British	
24	Lundy Ward	Extremely Likely		A happy-go-lucky people.			Male	Over 65	White British	
25	Lundy Ward	Extremely Likely		First class care & attention. Nothing too much trouble.			Male	Over 65	White British	
26	Lundy Ward	Extremely Likely		Organised and businesslike but with a very human touch. Nothing was too much trouble for myself or any other of the patients I observed during my stay in Lundy Ward.		Nothing to do with Lundy Ward but patient got a little confused between admissions lounge and day patients ward. Perhaps intro letter could specify 'KGV admissions lounge'. Minor detail perhaps - I should have asked entrance desk!!	Male	46-55	White British	
27	Lundy Ward	Extremely Likely		Everyone has been so kind, helped me retain my dignity in the most challenging situation. Thank you x.		No.	Female	46-55	White British	
28	Lundy Ward	Extremely Likely		Excellent staff - kind, caring & go above & beyond.				Over 65	White British	
29	Lundy Ward	Extremely Likely		The staff on Lundy Ward has been very kind & considerate in			Male	Over 65	White British	

				every way to help me back to good health. Whatever ward I have been on they are all wonderful. Thank you Lundy & ICU.					
30	Lundy Ward	Extremely Likely		Each time I have been admitted to Lundy Ward I have been treated with excellent care and kindness in every respect. There is just 'something different' about Lundy Ward! All the staff are so very caring and helpful. It is also helpful to have the quietness & privacy of a single room. God bless you all. Thank you.		The kindness, care and medical treatment I have received has been wonderful. But should not patients be asked to contribute to the costs of the excellent food provided? If I had been at home instead of in hospital I would have had to pay for my food.	Male	Over 65	White British
31	Lundy Ward	Extremely Likely		I have been in twice in the last month. On both occasions, I have been treated with expertise, empathy, friendliness mixed with respect. 5-star treatment from each and every member of the staff was exemplary. My in-laws who were visiting were extremely impressed. They said we wish we could get this sort of		Larger car park instead of the houses being built across the road.	Male	Over 65	White British

				treatment. They come from the home counties.						
32	Lundy Ward	Extremely Likely		Excellent service. Well done.			Male	Over 65		
33	Lundy Ward	Extremely Likely		Kind, caring staff members. Nothing too much trouble.			Female	56-65		
34	Lundy Ward	Extremely Likely		Approachability and blatant caring nature of the staff. Nothing was ever too much trouble.		None - felt extremely well looked after, but discharge process could be quicker.	Male	56-65	White British	
35	Lundy Ward	Extremely Likely		All staff are very professional with a fantastic bedside manner. Hard to find these qualities these days. A big well done.		Yes (to the government). Give these guys a big pay rise.	Male	56-65	White British	
36	Lundy Ward	Extremely Likely					Female	36-45	White British	
37	Lundy Ward	Extremely Likely		Everybody from cleaners to doctors happy & positive - makes you feel good.			Male	56-65	White British	
38	Lundy Ward	Extremely Likely		Nothing to worry about whatsoever. I have had nothing but the finest of care and treatment.		No. I cannot think of anything. Total dedication and professionalism shown by all staff at all times. Welcomed and made to feel at ease by both the anaesthetist and the consultant. Very impressed. Then woke up on the ward and all excellent.	Male	over 65	White British	
39	Lundy Ward	Extremely Likely		The staff are so kind, welcoming and helpful		None at all really. I am being very well looked after. I	Female	56-65	White British	

				at all times.		have only had one issue and that is an antibiotic put into my vein which caused me pain and discomfort. The cannula was put into a different vein in my other hand and is okay. I do still have discomfort in the other arm and will be asking the doctors about this later.				
40	Lundy Ward	Extremely Likely		I have been in this hospital for a month in total and on this ward for almost two weeks and my care is still absolutely wonderful. I need care at all times, including overnight, but the staff are just truly remarkable, always a smile and a kind word. I am in very good hands and will just go with the flow.		As a long-term patient, my answer is still no. The wonderful, professional staff, all hardworking are just doing a fabulous job. Wonderful and clean. The food is also surprisingly better than I expected it to be.	Female	over 65	White British	
41	Lundy Ward	Extremely Likely		Great, all of the staff. These people are extremely special - so kind, caring and extremely professional.		Not really, I have been in here almost two weeks. I am amazed by the care I have received. Clean. Good food. My thanks again to all the staff for their kindness and care.	Male	over 65	White British	
42	Lundy Ward	Extremely Likely		After self-inflicting myself stupidly, the staff have all been so understanding. The nurses have been so kind and tried to be so		Nothing at all.	Male	26-35	White British	

				supportive in every word they have said, reassuring at all times.					
43	Lundy Ward	Extremely Likely		Highly recommend. They have been fantastic. Times have been very traumatic of late but all these staff are awesome, deserve a medal. They never stop. All so impressive, attentive and professional.		I feel the moving of a patient from one ward to another directly after surgery is very traumatic and if I speak the truth I found it quite unnecessary. I had no say in the matter, no explanation given to me at all and then to find just two days later returned to my original ward which is Lundy. First class care from the staff - totally overworked and understaffed I feel.	Female	56-65	White British
44	Lundy Ward	Extremely Likely		Absolutely fine. My second time on Lundy this year and all the staff are excellent, showing very professional skills.		Not really. I did notice in recovery yesterday the trouble the staff seemed to be having moving patients on from there and into the ward, not that it affected me personally but seems it needs looking at. But Lundy Ward gets my top rating.	Male	over 65	White British
45	Lundy Ward	Extremely Likely		The staff have been very good and friendly.			Male	over 65	White British
46	Lundy Ward	Extremely Likely		Helpful and friendly staff.			Male	over 65	White British
47	Lundy Ward	Extremely Likely		Good nursing staff.		Communication between senior staff and administration. Came yesterday for pre-op and was admitted to the ward, nil by mouth. Told today	Female	36-45	White British

						that the surgeon does not work on a Friday.				
48	Lundy Ward	Extremely Likely		The nursing staff are good.			Female	over 65	Other ethnic group	
49	Lundy Ward	Extremely Likely		Because all the staff have been brilliant and helpful.			Male	over 65	White British	
50	Lundy Ward	Extremely Likely		I have been very well looked after by all.			Male	over 65	White British	
51	Lundy Ward	Extremely Likely		All are very friendly and helpful.		There are not enough doctors and nurses.	Female	over 65	White British	
52	Lundy Ward	Extremely Likely		Friendly and helpful staff.			Female	over 65	White British	
53	Lundy Ward	Extremely Likely		Everyone is helpful and friendly. Nothing is too much for them.			Female	over 65	White British	
54	Lundy Ward	Extremely Likely		The care and treatment is very good. The staff have been excellent.			Female	46-55	White British	
55	Lundy Ward	Extremely Likely		Very business-like but with the human touch.			Male	46-55	White British	
56	Lundy Ward	Extremely Likely		I have always had brilliant service.		More nursing and HCA staff.	Male	over 65	White British	
57	Lundy Ward	Extremely Likely		Treated with respect by all.			Male	over 65	White British	
58	Lundy Ward	Extremely Likely		Attention, professionalism, cleanliness and the general atmosphere is one of helpfulness.			Male	over 65	White British	
59	Lundy Ward	Extremely Likely		The staff are friendly.		Everyone was making sure I was ok post-operation. All good here. Maybe noisy at night. My notes were lost initially which caused a lot of confusion.	Female	26-35	White British	

60	Lundy Ward	Extremely Likely		Friendly and informative staff.		All good. I would always choose this hospital.	Female	over 65	White British	
61	Lundy Ward	Extremely Likely		The whole staff cannot do enough for you. Lovely, happy staff. A good team.		Communication is excellent. My consultant surgeon has been superb.	Male	over 65	White British	
62	Lundy Ward	Likely		Only issue is being told you will be seen at 11.30am [illegible] and still sat waiting at 2pm!!!		All staff very polite and friendly.	Male	26-35	White British	
63	Lundy Ward	Likely					Male	Over 65	White British	
64	Lundy Ward	Likely		Some messages not given to me. Bell not working.			Male	16-25	White British	
65	Lundy Ward	Likely								
66	Lundy Ward	Likely		Overall, at times it can feel that staff are rushed beyond capacity.		Having former patients from the ward be part of any in-house staff training so they can give first-hand knowledge and experience.	Male	56-65	White British	
67	Lundy Ward	Not entered		I was very pleased with the prompt service I was given from entry at A&E to being discharged.		Have more staff injected into NHS in all departments.	Female	Over 65	White British	
68	Lundy Ward	Not entered		Apart from the good service and treatment, there are no other hospitals for miles. This also applies to friends and family who live in other parts of the world!			Male	Over 65	White British	
69	Lundy Ward	Not						46-55	White	Do not publish

		entered							British	
1	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
2	Staples Ward (Stroke Unit)	Extremely Likely		The attention I have received has been first class.		Employ more nursing staff.	Male	over 65	White British	
3	Staples Ward (Stroke Unit)	Extremely Likely		I have been treated well by excellent staff.			Male	over 65	White British	
4	Staples Ward (Stroke Unit)	Extremely Likely		They have done very well by me.			Male	over 65	White British	
5	Staples Ward (Stroke Unit)	Extremely Likely		The staff have done their very best for me.		More nurses required on this ward. They appear to be overworked.	Female	over 65	White British	
6	Staples Ward (Stroke Unit)	Extremely Likely		Treated very well by all.		Patients who have been told they will be leaving should be seen by doctors first.	Female	over 65	White British	
7	Staples Ward (Stroke Unit)	Extremely Likely		I have had very good service from all the staff.		If possible, give the patients more information without being prompted to do so.	Male	over 65	White British	
8	Staples Ward (Stroke Unit)	Extremely Likely		Efficiency and speed with which things are done. No excuses. Gives patient confidence.		Very good as it is.	Male	over 65	White British	
9	Staples Ward (Stroke Unit)	Extremely Likely		Staff all good & food.		Happy as it is.	Male	Prefer not to say	White British	
10	Staples Ward (Stroke Unit)	Extremely Likely					Female	over 65	White British	Do not publish
11	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are very good but more needed for some difficult patients.		Had to wait 6 1/2 hours in A&E.	Male	over 65	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		All so friendly.		Satisfied as it is.	Female	over 65	White British	
13	Staples Ward	Extremely		Everyone is so		Content as it is. Concerned	Male	over 65	White	

	(Stroke Unit)	Likely		pragmatic.		that the tablets bought from home not used due to the fact that in blister packs and unidentifiable.			British	
14	Staples Ward (Stroke Unit)	Extremely Likely		At the moment, I cannot think of any better care and kindness.		No problems at all. You only have to look around the place to see how clean the ward is. Spotless. So thank you all for the care shown. The Sodexo staff, nurses and especially the doctor.	Female	over 65	White British	
15	Staples Ward (Stroke Unit)	Extremely Likely		The staff have just been so kind and caring, basically nice people.		Not really. I have shown and received respect at all times. Thank you everyone.	Male	46-55	White British	
16	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very attentive to your needs. Hardworking staff - all of them.		I do not have any complaints. Actually, the staff are 100% spot on. I wish the doctors would not come to see us while we are trying to eat our breakfast.	Male	56-65	White British	
17	Staples Ward (Stroke Unit)	Extremely Likely		The staff are all absolutely wonderful.		Difficult as I keep feeling strange and forgetting things, but I think everything is ok.	Female	over 65	White British	
18	Staples Ward (Stroke Unit)	Extremely Likely		After moving back from France and knowing the care there, this hospital is absolutely wonderful, and the staff on this ward are amazing.		Nothing at all, absolutely nothing. The hardworking staff deserve a medal. We are very impressed. A credit to themselves and the NHS.	Female	over 65	White British	
19	Staples Ward (Stroke Unit)	Likely				The ward is very noisy at night.	Male	56-65	White British	
20	Staples Ward (Stroke Unit)	Neither Likely nor Unlikely		Very noisy at night. The staff are very good.		At times, more staff - particularly at night.	Male	over 65	White British	

1	Tarka Ward	Extremely Likely		The treatment that [name withheld] received was first class. The staff were most helpful from A&E onwards. Thank you.		No.	Female	Over 65	White British	
2	Tarka Ward	Extremely Likely		Well looked after. Fantastic staff.		Totally satisfied.	Male	Over 65	White British	
3	Tarka Ward	Extremely Likely		All has been good. The nursing is first class.		Satisfied as it is.	Male	36-45	White British	
4	Tarka Ward	Extremely Likely		Very busy but by jingo they are are very, very good. Plus, the coastguard and the helicopter. As a visitor from Australia, I have been treated so well. They have been fabulous.		Absolutely not. First class care and treatment. 100% professional care and dedication. Thank you.	Female	56-65	Other ethnic group	
5	Tarka Ward	Extremely Likely		The care I have received has been marvellous, I have been involved and kept informed at all times. Being involved in the decision-making has made me feel good regarding my future care. Wonderful staff. A wonderful ward apart from one very noisy patient, shouting out 24 hours a day, disturbing the whole ward. His noise when shouting echoes all up the ward. I feel for the		Because of the demands on the staff, I do find it difficult when calling for a nurse. The time it takes to see a qualified nurse who then has to go and seek advice from a more senior member of staff to make a decision. This can be frustrating when you are on a drip. I do not mean to be rude - it is just the staffing levels. Plus, having to care for such vulnerable patients due to the closure of the cottage hospitals which used to relieve the pressures here. How these nurses cope I do	Male	over 65	White British	

				staff as well, trying to cope with this vulnerable patient while trying to care for everyone else.		not know.				
6	Tarka Ward	Extremely Likely		Water is regularly changed. Breakfast was tickety-boo. Good choice etc. Weetabix - served by a smiley lady. Medication - regularly asked if I needed extra painkillers but I prefer to take the minimum so that I don't get a false sense of security when moving or putting weight on my feet.		More money into the system to pay for more staff, rooms and buildings. To allow more time per appointment in clinics as my experience in fracture clinic yesterday when I had to wait 1hr 30mins after appointment time given me although I understand that this was due to the consultant's thoroughness and giving a good service.	Male	36-45	White British	
7	Tarka Ward	Extremely Likely		The staff are wonderful here. Must be very proud of them as they never stop working. The staff are patient and caring.		No. It is very good here.	Male	over 65	White British	
8	Tarka Ward	Extremely Likely		The staff are excellent - top marks. Food is top marks compared to other hospitals I have been in.		No. The service here could not be improved. Much better than my home hospital in the North West of England.	Male	over 65	White British	
9	Tarka Ward	Extremely Likely		The care is excellent. I was in screaming pain but they medicated me with liquid morphine to kill the pain. Food quality is not good -		No, not as far as the medical care is concerned. Quite recently the staff brought a table into the centre of the bay and about 4/5 people were sat around it to have	Female	over 65	White British	

				not presented attractively. It was much better in the past. Would like a choice of decaffeinated coffee. The milk is lovely, nice and creamy and makes good porridge. The doctors are very good as well as all staff.		our lunch which made it a pleasant experience. I hope this continues.				
10	Tarka Ward	Extremely Likely		The quality of the care is very good. The staff have been very supportive, friendly and helpful.		None at this stage.	Female	16-25	White British	
11	Tarka Ward	Extremely Likely		Very nice staff. Everything good.		None that I can think of. Everything is very good.	Female	56-65	White British	
12	Tarka Ward	Extremely Likely		Because all the staff are very good.			Female	56-65	White British	
13	Tarka Ward	Extremely Likely		Everyone is nice and friendly. Well-organised.		It is still hard to recognise the meaning of the different coloured uniforms.	Female	46-55	White British	
14	Tarka Ward	Extremely Likely		All the staff have been kind and considerate.			Female	36-45	White British	
15	Tarka Ward	Extremely Likely		A wonderful service by hardworking staff.		The food is not presented as well as it could be and it is rather bland.	Female	over 65	White British	
16	Tarka Ward	Extremely Likely		Hardworking staff.			Male	over 65	White British	
17	Tarka Ward	Extremely Likely		All the staff are helpful and kind.			Female	over 65	White British	
18	Tarka Ward	Extremely Likely		All the staff are kind - could not ask for a better workforce.			Male	over 65	White British	
19	Tarka Ward	Extremely Likely		All staff have been very good to me.			Male	over 65	White British	

20	Tarka Ward	Extremely Likely		Excellent staff.			Male	over 65	White British	
21	Tarka Ward	Extremely Likely		The staff are brilliant, surgical staff are unbelievable, the facilities are excellent, spotlessly clean at all times. The food is more than acceptable.		To be honest, I am more than satisfied with my medical and nursing care. One gripe, freezing cold in here last night as, apparently, the heating is not turned on.	Male	over 65	White British	
22	Tarka Ward	Extremely Likely		I think the staff are truly brilliant - nurses, doctors, anaesthetists, surgeons, all of them - plus, of course, the Sodexo staff. Wonderfully clean and good food.		Absolutely nothing about this ward that I can find to complain about. I would like to complain about the Costa machine in the foyer though. After putting £2-60 in the machine, I only got hot water. A lady came over and, before putting coffee in machine, stated she could not give me any coffee and that I would have to ring Costa to ask for a refund.	Male	over 65	White British	
23	Tarka Ward	Extremely Likely		12 out of 10 if I could. The staff are just fantastic.		I am amazed, actually. Very concerned when I first came into hospital. My word, how care and conditions have changed for the better. Perfectly clean, plus food is also surprisingly good.	Female	over 65	White British	
24	Tarka Ward	Extremely Likely		I think the staff on Tarka Ward are brilliant. I am in a lot of trouble and the care I am receiving is wonderful.		Not at the moment but if I think of anything I will let you know.	Female	46-55	White British	
25	Tarka Ward	Extremely Likely		The staff will do anything for you.		Satisfied the way it is.	Female	over 65	White British	

26	Tarka Ward	Extremely Likely		The staff are always there if you need anything.			Female	over 65	White British	
27	Tarka Ward	Extremely Likely		All the staff are very helpful.		Excellent as it is.	Male	56-65	White British	
28	Tarka Ward	Extremely Likely		Everybody is nice and helpful.		I would appreciate some help at home on return if it is possible.	Female	over 65	White British	
29	Tarka Ward	Extremely Likely		The ward is clean, efficient and there is always someone at hand.		More investment is needed. Very much on your own when returning home.	Male	over 65	White British	
30	Tarka Ward	Extremely Likely		The nurses are like angels. The ward is very clean and tidy.		It is excellent as it is. A minor problem but the call button occasionally falls to the floor out of reach and so cannot be used.	Female	over 65	White British	
31	Tarka Ward	Neither Likely nor Unlikely		It is so noisy at night with other patients but the staff are very good.		The food is reasonable.	Male	over 65	White British	
32	Tarka Ward	Not entered				Have new blinds.	Female	Over 65	White British	
1	Victoria Ward	Extremely Likely		Positive experience.			Male	Over 65	White British	
2	Victoria Ward	Extremely Likely		Very caring nursing staff.		Quieter at night would be helpful.	Female	Over 65	White British	
3	Victoria Ward	Extremely Likely		Enormous kindness & professionalism.		You cannot improve on perfection.	Female	Over 65	White British	
4	Victoria Ward	Extremely Likely		Clean and orderly ward with caring staff.		No, but government should be saving beds instead of cutting back.	Female	Over 65	White British	
5	Victoria Ward	Extremely Likely		Staff were pleasant and efficient. Caring and always ready to listen. Nothing was too much trouble.			Male	Over 65	White British	

6	Victoria Ward	Extremely Likely		Because all the staff treat you like family. And make you feel very welcome and I would recommend any family and friends to the ward. Thank you for all your help x.		None.	Male	46-55	Black / African / Caribbean / Black British	
7	Victoria Ward	Extremely Likely		Such was the experience I did not want to leave. Nurses efficient and friendly as were all staff. Cleanliness amazing.		The TV service is a con. They don't tell you what the lowest bundle is and therefore I paid £59 where I could have paid about £13 for same time.	Male	Over 65	White British	
8	Victoria Ward	Extremely Likely		Current experience.		Keep up the good work!	Male	Over 65	White British	
9	Victoria Ward	Extremely Likely		Very.			Male	Over 65	White British	
10	Victoria Ward	Extremely Likely		Everyone so helpful and lovely. Nothing too much trouble. 5 stars. Wonderful.			Female	Over 65	White British	
11	Victoria Ward	Extremely Likely		Caring, compassionate, supportive staff, with a couple of exceptions ('off' ward staff). This includes cleaner to ward sister. Clean ward. I found this generally throughout the hospital.			Female	Over 65	Other ethnic group	
12	Victoria Ward	Extremely Likely		I have been treated very well. The staff are friendly and dedicated.			Female	over 65	White British	
13	Victoria Ward	Extremely Likely		Comfortable, excellent staff, and tranquil.			Male	56-65	White British	
14	Victoria Ward	Extremely		Well looked after by			Male	over 65	White	

		Likely		excellent staff.					British	
15	Victoria Ward	Extremely Likely		The staff are very willing, prompt at answering bells. The only negative was having to wait for medication at night - mainly due to staff having five admissions at the same time.		Better food. All the vegetables are frozen, not fresh. The taste of the food generally is very bland.	Female	over 65	Prefer not to say	
16	Victoria Ward	Extremely Likely		Nurses very helpful, smiling under sometimes difficult circumstances with some difficult patients.		The food could be improved. It is difficult to find the apple in the apple pie!	Male	over 65	White British	
17	Victoria Ward	Extremely Likely		The care and attention is first class.		Satisfied the way it is.	Male	over 65	White British	
18	Victoria Ward	Extremely Likely		All the staff are so helpful.		I am unable to contact my family who live in the Midlands. When in hospital in the past, a phone has been provided and when family have rung I have been given the chance to speak to them.	Female	over 65	White British	
19	Victoria Ward	Extremely Likely		The dedication of the staff.		Less chiefs needed.	Male	over 65	White British	
20	Victoria Ward	Extremely Likely		The attitude and cheerfulness of nurses.		Brilliant as it is.	Male	over 65	White British	
21	Victoria Ward	Extremely Likely		The staff and all nurses are so efficient.		The cost of bed blocking is ridiculous.	Male	over 65	White British	
22	Victoria Ward	Extremely Likely		Smiling and easy-going staff.		Very good as it is and the food is excellent.	Male	over 65	White British	
23	Victoria Ward	Extremely Likely		Everyone is so kind and understanding.		Satisfied as it is.	Female	over 65	White British	
24	Victoria Ward	Extremely		I can only give the		Not really. It seems to me a	Male	over 65	White	

		Likely		highest recommendation to this ward. The staff are just so professional. The ward clerk is extremely kind and helpful.		well-managed ward, very busy, very clean, food more than acceptable. Practitioner [name withheld] excellent.			British	
25	Victoria Ward	Extremely Likely		The staff are all just so caring, nothing is too much trouble.		Not really, I think the care, cleanliness, food etc. is spot on. Communication between doctors/nurses and myself has been very good.	Male	over 65		
26	Victoria Ward	Extremely Likely		The staff are very kind and friendly, very respectful. Wonderful care.		Difficult. My care has been first class. Very hygienic ward. I did have an issue when in bay 4 with a noisy patient but the staff dealt with that immediately. So, once again, superb staff, all very professional.	Female	over 65		
27	Victoria Ward	Extremely Likely		The staff are really good. All have a wonderful work ethic. Obviously well trained by practitioner [name withheld]. 100% professional.		Negatives: Moving bays at ridiculous hours of the night. Plus, got out of bed at 7am for bed sheet change, then didn't turn up until 9am to do the change. The food at times is good, other times not - bland. The blinds in the ward need repairing/replacing. Positives: Wonderful care.	Prefer not to say	Prefer not to say	Prefer not to say	
28	Victoria Ward	Extremely Likely		I think the staff are excellent, respectful, very responsive to patients' needs. I was concerned to come		I have to agree with other patients re: the repair or replacement of blinds as light shines into the bay from another ward. Plus, of	Female	over 65	White British	

				into hospital as my first time but I can honestly say all my fears have subsided.		course, privacy through window blackout blinds perhaps? Care quality, however, is first class, plus cleanliness. Food is acceptable.				
29	Victoria Ward	Extremely Likely		Arrived in the middle of the night. Made so welcome, shown kindness and care, lovely staff.		Not really. My personal experience has been fine.	Female	over 65	White British	
30	Victoria Ward	Extremely Likely		Haven't been here long from MAU. I was made very welcome on both wards. Very kind, caring staff.		Not really. Absolutely top care by all the staff. So hardworking, way above expectations.	Female	over 65	White British	
31	Victoria Ward	Extremely Likely		The staff are very attentive and kind.			Female	over 65	White British	
32	Victoria Ward	Extremely Likely		All the staff are excellent. They do their job over and above the requirements.		Need 24/7 consultant access to patients. Lack of patient internet is restrictive. The TV is expensive, unsightly and difficult to understand and work.	Male	over 65	White British	
33	Victoria Ward	Extremely Likely		The treatment received has been excellent. The staff have been extremely courteous.		It appears to me that we starving the health service of funds but also a lot of wastage.	Male	over 65	White British	
34	Victoria Ward	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
35	Victoria Ward	Extremely Likely		All the staff have been excellent.			Male	over 65	White British	
36	Victoria Ward	Likely		The care I was given was excellent. The staff were lovely & very good at their job.			Female	46-55	White British	

37	Victoria Ward	Likely		The care has been excellent - the staff kind, helpful and communicative.		The catering could be improved, with greater choice and more fresh options.	Female	Over 65	White British	
38	Victoria Ward	Unlikely		Discharge procedures are too cumbersome - just hanging about because of tablets etc. Better organised on ward would help.		Quicker discharge, not just waiting for ward to get organised.		Over 65	White British	
39	Victoria Ward	Not entered		The question is irrelevant as you are not given a ward option on admittance to hospital.			Female	Over 65	White British	