

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Jan-18

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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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 medical staff, doctors, nurses etc., are fabulous - all so very kind and caring.		Not really. Very hardworking staff. I was finding the ward too warm so the staff provided me with a fan immediately. Very clean ward. The food is more than acceptable.	Female	56-65	White British	
2	ASU Orthopaedics	Extremely Likely		A1. I can only say a huge thank you for the way I have been treated by such wonderful and dedicated staff. So methodical, kind and caring - way over and above in the way they look after us.		Not at all. The hospital have been amazing. I would recommend more staff as I feel the staff are run ragged.	Female	over 65	White British	

3	ASU Orthopaedics	Extremely Likely		Care, hygiene and attentiveness are all excellent.		I would have appreciated a prompter response from the ambulance but excellent when they did arrive.	Female	over 65	White British	
4	ASU Orthopaedics	Extremely Likely		Very friendly and helpful.			Female	over 65	White British	
5	ASU Orthopaedics	Extremely Likely		The caring attitude is excellent.			Male	over 65	White British	
6	ASU Orthopaedics	Extremely Likely		Well looked after by excellent staff.		Perhaps pharmacy could be quicker in making up prescriptions on discharge.	Male	over 65	White British	
7	ASU Orthopaedics	Extremely Likely		Well looked after by dedicated staff.		Sometimes the food is a bit bland, although it is eatable.	Female	over 65	White British	
8	ASU Orthopaedics	Extremely Likely		The staff have been very good to me.			Female	over 65	White British	
9	ASU Orthopaedics	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
10	ASU Orthopaedics	Extremely Likely		Well looked after.			Female	over 65	White British	
11	ASU Orthopaedics	Extremely Likely		Nothing is too much trouble.		Wonderful as it is.	Female	over 65	White British	
12	ASU Orthopaedics	Extremely Likely		Staff all very kind and helpful.		Very pleased with it as it is.	Female	over 65	White British	
13	ASU Orthopaedics	Extremely Likely		The staff are helpful and considerate.		Communications could be improved - not always sure that information has reached the correct destination.	Male	over 65	White British	
14	ASU Orthopaedics	Extremely Likely		Cleanliness is impressive. The staff are helpful and kind.		I ask for small meals but there is still too much.	Male	over 65	White British	
15	ASU Orthopaedics	Extremely Likely		The staff are excellent. The ward is quieter and more peaceful than the previous ward I was on. All very helpful.		Very satisfied as it is.	Male	26-35	White British	

16	ASU Orthopaedics	Extremely Likely		The standard of care by all the staff is outstanding! The staff are really lovely and have a good sense of humour! I can honestly say I have enjoyed my stay on this ward. Can't praise them enough.		All medical staff should be paid more. They save lives and make a difference to us all. It's the ground crews who keep the pilots in the air!	Female	56-65	White British	
17	ASU Orthopaedics	Extremely Likely		Good experience.						
18	ASU Orthopaedics	Extremely Likely		Care was very good. Very clean ward.			Male		White British	
19	ASU Orthopaedics	Unlikely		More staff required and poor communication due to pressure of work and bad management.		While most staff are excellent, more are needed to overcome communication and other problems.	Male	over 65	White British	
1	Capener Ward	Extremely Likely		The service has been excellent - well looked after.			Male	over 65	White British	
2	Capener Ward	Extremely Likely		A good team effort by all the staff.			Male	46-55	White British	
3	Capener Ward	Extremely Likely		I have been treated very well by all the staff.			Male	over 65	White British	
4	Capener Ward	Extremely Likely		I have been treated very well.		Tardiness by nurses and doctors in coming back to you. i.e. be with you in 10mins, then coming back to you 30mins later.	Male	over 65	White British	
5	Capener Ward	Extremely Likely		Well treated. Nothing is too much trouble for the staff.			Female	over 65	White British	
6	Capener Ward	Extremely Likely		The staff have been excellent. Nothing is too much for them.			Female	over 65	White British	

7	Capener Ward	Extremely Likely		Nothing is too much trouble for the staff on this ward.			Female	over 65	White British	
8	Capener Ward	Extremely Likely		Made very welcome at midnight last night. The staff are very kind and caring.		Not at all. From being brought here by ambulance yesterday afternoon right through to my present care, all is good so far.	Female	46-55	White British	
9	Capener Ward	Extremely Likely		The staff have been absolutely superb, looking after me so well. Plus, because of my condition, my mother has been able to stay overnight and she too has been very well-treated. May I mention one of the apprentice nurses. What a lovely, pleasant and caring young lady - a credit to the hospital.		I don't think there is anything. The ward and bays are clean. The food is fabulous - the choice is very good and always served hot and tasty.	Female	16-25	White British	
10	Capener Ward	Extremely Likely		Second to none to be honest. I have no complaints at all. The whole team of staff, including the cleaners and food staff as well as the wonderful nurses and doctors. Thank you. Lifesavers for sure.		To be honest, I cannot think of anything. Spotlessly clean. Wonderful staff. Even the food is more than acceptable. So impressed.	Male	over 65	White British	
11	Capener Ward	Extremely Likely		How these poor nurses manage I do not know - worked to their knees. More staff obviously would help.		Apart from what I said earlier regarding more staff, I think the ward is really good.	Female	over 65	White British	

				Believe me, the staff are all first class - so kind and caring.						
12	Capener Ward	Extremely Likely		As the daughter and grandson of the patient, we would like to say a huge thank you to the wonderful, hardworking staff on Capener Ward. One of us has been here 24 hours a day for the last 5 days so, as you are now aware, we have been sat here to witness the care shown to all patients on the bay. Believe me, the Sodexo team as well as the nursing staff and doctors all deserve the highest praise possible.		Our own problem has been getting a car parking space - a nightmare at times. But the care has been of the highest standard from a very special, dedicated and professional team.	Female	over 65	White British	
13	Capener Ward	Extremely Likely		The ward looks like it needs a bit of TLC but the staff are just amazing the way they go about their very difficult job. So hardworking, all of them.		My main observation is that some doctors do not/will not always listen to the patient but the nurses all seem to.	Female	56-65	White British	
14	Capener Ward	Extremely Likely		To start with I was very concerned about coming into hospital due to all the negatives in the press. But my fears were soon taken		Only more staff I guess. I am not the first person to say that the nurses seem to be rushed off their feet. Very impressed by the way they seem to be able to carry on	Female	46-55	White British	

				away by the very kind and caring staff, making me feel very welcome and comfortable.		all the way through their long shifts.				
15	Capener Ward	Extremely Likely		All very kind		Satisfied as it is	Female	over 65	White British	
16	Capener Ward	Extremely Likely		Staff are brilliant.		More staff needed - permanently under stress at present.	Female	46-55	White British	
17	Capener Ward	Extremely Likely		Dedication and care of all staff nothing too much trouble		Management need to be more aware of the stressful nature of care on ward . More staff needed and more efficient management. Two disturbed and distressed male patients cannot be properly supervised which can be upsetting. Patient has a severe disability and feels that equipment needed for such cases should be made available. Better coordination required. Some wards seem more experienced with such problems than others. Good job that staff inject a sense of humour.	Female	56-65	White British	
18	Capener Ward	Extremely Likely		Nurses and doctors been very good		Satisfied as it is	Female	over 65	White British	
19	Capener Ward	Extremely Likely		Efficient and well managed.		Very good as it is	Male	over 65	White British	
20	Capener Ward	Extremely Likely		All staff very good		Happy as it is	Male	over 65	White British	
21	Capener Ward	Extremely		A difficult experience		No complaint whatsoever.	Male	over 65	White	

		Likely		has been made pleasant by staff attitude.					British	
22	Capener Ward	Extremely Likely		Nurses very good.		Food could be improved. More staff needed.	Female	over 65	White British	
23	Capener Ward	Extremely Likely					Male	Over 65	White British	Do not publish
24	Capener Ward	Likely		Well looked after by the staff.			Male	over 65	White British	
25	Capener Ward	Likely		Excellent care.			Female	Over 65	White British	
26	Capener Ward	Unlikely		The care has not been as good as the last time. Feel that care was lacking something.			Female	56-65	White British	
1	Caroline Thorpe Ward	Extremely Likely		No concerns coming to the ward at all. We have been attending Caroline Thorpe Ward for about 16 months and always looked after.		No, I don't think so. In our early days of coming here, there were a couple of small issues but nowadays there are no problems whatsoever.	Male	Under 16	White British	
2	Caroline Thorpe Ward	Extremely Likely		Good service all the way through A&E to Caroline Thorpe Ward - less than three hours and all went very smoothly.		Patient: I can honestly say I have found no issues at all since arriving at the hospital yesterday evening. Parent: I will second that. All good - very good.	Female	16-25	White British	
3	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff helpful and friendly. Nothing was too much trouble and got my little girl on the road to recovery. Thank you.	Finding out what was making my little girl so poorly.	I was happy with it all.	Female	Under 6	White British	
4	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff were very friendly & helpful.	Staff were happy in their work place.	None - very happy.	Male	Under 6	White British	

5	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The quality and speed of care was awesome. Thank you.	Great care.	Nothing.	Male	16-18	White British	
6	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Brilliant staff. Really helpful. Answered all questions.	Staff were lovely, polite and helpful.	Nothing - everything was perfect.	Male	Under 6	White British	
7	Caroline Thorpe Ward	Yes	Patient	If you are in a lot of pain and want to get better you will get better because they have a lot of good facilities for all of your pains!	The fact that my mum could stay with me and I got better in the end!		Male	9-11	White British	
8	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff could not have done more to help us. Very supportive & made a very stressful few days bearable.	Access to food & great staff. Quick access to all medical treatments.	Not a lot! Was very nice having our own room - think it would have been a lot more stressful sharing.		Under 6	White British	
9	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff took good care of us.	Lovely staff. Good playroom.	Long waits.	Female	Under 6		
10	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are amazing.	The care we received.	Nothing.	Male	Under 6	White British	
11	Caroline Thorpe Ward	Yes	Patient	Because everyone was really nice and kind to me.	They made me feel better and they found out I didn't have meningitis. Yay!!	Nothing. It was all good. Thank you!!	Female	12-15	White British	
12	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care and attention given at all times. All staff were extremely kind and friendly.	How attentive all staff were and how they made you feel like nothing was too much trouble.		Female	Under 6	White British	
13	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone has been really helpful and friendly.	The staff.	Nothing.	Male	Under 6	White British	

14	Caroline Thorpe Ward	Yes	Patient	I chose 'Yes' because everyone in the ward is so kind and helpful and they look after their patients.						
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely ward, everyone is lovely.	N/A.	Nothing.	Female	Under 6	White British	
16	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish
17	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because good service.	Nice staff.	N/A.	Male	16-18	Asian / Asian British	
18	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All doctors, nurses friendly & helpful. Went out of their way to find my son's favourite DVD to keep him happy.	Being kept informed throughout.	N/A.	Male	Under 6	White British	
19	Caroline Thorpe Ward	Yes	Patient	The nurses were very kind and nice. They looked after me very well.	The nurses was the best thing for [name withheld].	Nothing. We are very happy with how things went today.	Female	6-8	White British	
20	Caroline Thorpe Ward	Yes	Patient	Because the nurses are a delight and the treatment is amazing.	That they made me feel safe.	Nothing! Your amazing.	Female	12-15	White British	
21	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great reassurance, friendly, knowledgeable staff team.	Reassured my little girl is ok.	Nothing.	Female	Under 6	White British	
22	Caroline Thorpe Ward	Yes	Patient	Because the staff are really friendly, caring, helpful. Nothing is too much trouble. The food is fantastic. It is very clean and tidy.	I was made to feel looked after and nothing was too much trouble.	Nothing - it was fantastic.	Female	Under 6	White British	

23	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very nice, friendly team.	Food, friendly faces & understanding.	N/A.	Female		White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish
25	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic ward. All the staff are kind and very accommodating. Lovely, clean, environment, excellent playroom.	My 2yr old found the playroom an enjoyable area away from his cubicle. Wonderful staff, good food.	Nothing.	Male	Under 6	White British	
26	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great service. Hospitality was fantastic. Well looked after. Very caring.			Male	Under 6	White British	
27	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My son's answer is 'because you can chill and nurses and doctors are very nice'.	'Chilling and playing fun games' - PlayStation was the best.	No.	Male	9-11	White British	
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely staff.	Staff were really nice. Doctors & nurses listened to problems, without rushing.	Nothing.	Male	Under 6	White British	
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	16-18	White British	Do not publish
30	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, informative and efficient staff. Were seen quickly and in a professional manner.	Well looked after. (Not here for long!!)	N/A.	Female	Under 6	White British	
31	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone has been really friendly and supportive and made me feel relaxed and comfortable.	The support and reassurance / care in general.	Nothing.	Female	6-8	White British	

32	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great care & support while little boy was unwell.	Doctors & nurses very good, attentive and supporting towards son & mum / dad.		Male	Under 6	White British	
33	Caroline Thorpe Ward	Yes	Not entered				Male	6-8	White British	Do not publish
34	Caroline Thorpe Ward	Yes	Not entered	Because the staff are very welcoming and really nice.	I'm not sure.	Nothing.		12-15	White British	
35	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff are very friendly and kind.	The staff really made us feel comfortable and safe.	Nothing. All staff are working hard.	Female	6-8	White British	
36	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	9-11	White British	Do not publish
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Thoughtful & caring staff. Very comfortable bed for parents.	Care.	Showers!	Male	9-11	White British	
38	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The service was quick from our first experience in A&E to our time in Caroline Thorpe. All staff were caring with fantastic bedside manners with clear instructions of how [name withheld] can improve.	Really good.	We're leaving very satisfied.	Female	Under 6	White British	
39	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The ward was really welcoming and all the staff were unbelievably helpful and friendly. I felt that all of my needs were met. I love the parent room and, when my daughter	It was comfortable, clean, efficient and somehow didn't feel like a hospital.	Not a lot really.				

				visited, she loved the playroom.						
40	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff extremely helpful & caring.	Everyone listened very well & went to all avenues to help our baby.		Female	Under 6	White British	
41	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are helpful, friendly.	Explained what was going to happen.		Male	6-8	White British	
42	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone is friendly and lovely.	Lots for [name withheld] to do, like school, playroom, DVD player in room etc.		Female	6-8	White British	
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	Do not publish
44	Caroline Thorpe Ward	Yes	Patient	Very patient with my son. Staff lovely. Friendly staff.			Male	Under 6	White British	
45	Caroline Thorpe Ward	Yes	Patient	Very friendly, good care.	Helpful & kind.		Female	12-15	White British	
46	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because my little girl and me we feel us welcome. You are a lovely team. You do a great job. Thank you very much.	Everything.	Everything was alright.	Female	Under 6	Other ethnic group	
47	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kindness and compassion expressed to me, my husband and my poorly son from the moment we arrived to the point of discharge. I am a member of staff at NDDH and I have been	Kind & compassionate staff, knowledgeable & explained everything to us all, including my 9yr old. He was very scared but the staff were brilliant - fantastic team. My	Nothing. Awesome team.	Male	9-11	White British	

				so overwhelmed & proud to say I work at this hospital. The doctors explained everything. The nursing staff were attentive & reassuring & the play leader spoke to my son about blood tests and made him feel better. Thank you.	sincere thanks.					
48	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind, patient and reassuring.	Thorough.			Under 6	White British	
49	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind, helpful.	Everyone making sure my child got the night treatment & care.		Female	Under 6	White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff.	Playroom for children.		Female		White British	
51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	Do not publish
52	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful and peace of mind. Thank you all.			Female	Under 6	White British	
53	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because it is friendly and happy.	Well looked after.	Nothing.	Female	16-18	Mixed / Multiple ethnic groups	
54	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind, helpful, reassuring.	Staff. Beds.		Female	Under 6	White British	
55	Caroline Thorpe Ward	Yes	Patient	The nurses are kind and helpful.	Food, nurses & doctors.	Nothing.	Male	16-18	White British	

56	Caroline Thorpe Ward	Yes	Patient	Because it helped me to get better in it.	The school on the ward.	If [name withheld] came to visit. (that's their sibling).	Female	Under 6	White British	
57	Caroline Thorpe Ward	Yes	Patient	[Name withheld] were fantastic and provided so much support and care as and when needed and nothing was ever too much to ask. Always checking up on me and baby and understanding of issues.	Nursing staff were brilliant. Medical staff provided good assessment and explanations and listened to parents' wishes.	Upkeep of cleanliness of room during stay. Quality of food could be better.	Female	Under 6	White British	
58	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very good team of nurses, doctors, HCA and housekeepers - all done an amazing job.	Kept me informed about my baby all the time. Nothing was too much trouble.		Female		White British	
59	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My grandson was treated promptly and good. Worked on him straightaway. Doctors very helpful. Nurses were brilliant caring for both child and family. Thank you.	Caring, helpfulness and kept us informed.	Everything was good.	Male			
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Was treated with care and given all the information needed.	Made to feel at ease.		Female		White British	
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff we dealt with were friendly, professional and made my daughter feel relaxed and safe. Thank you.	Everything.	Nothing.		9-11	White British	
62	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish
63	Caroline	Yes	Parent/	All the staff are really	The staff and a	Food could be a bit better.	Female	Under	White	

	Thorpe Ward		Guardian/ Carer	helpful and try their best to do as much as they can to help.	[illegible] side room.			6	British	
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, happy staff - always making sure we were well cared for and updated regularly.	All friendly and welcoming.	Nothing.	Male	Under 6	White British	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly nurses and doctors who take on board your concerns. Good resources for keeping little ones entertained when they don't want to do much.	Felt listened to and an important part of my son's care.	Bring back the trial system so parents can order food.	Male	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Patient	Yes, because they are really nice here - most people in this ward.			Male	12-15	White British	
67	Caroline Thorpe Ward	Yes	Not entered	Because it's fun. They take good care of you and you make friends.		Give better-tasting medicine.	Male	6-8	White British	
68	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My daughter was well looked after while here, staff were reassuring.	Well looked after by friendly staff.	Nothing.	Female	Under 6	White British	
69	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing staff! So welcoming and friendly. Thank you so much for a great service!	The staff.	N/A.		9-11	White British	
70	Caroline Thorpe Ward	Yes	Patient	Because it has lots of toys to help the time pass.	Because they give you presents for being brave and that makes it easier to have things done.	The choice of food.	Male	Under 6	White British	
71	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish

72	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are lovely and try to make your stay with them as easy as possible.	The ward staff & cleanliness was good / excellent.	Menu choice. Waiting times.	Male	Under 6	White British	
73	Caroline Thorpe Ward	Yes	Not entered	Because the nurses are very nice and welcoming.	Food.	Nothing.		12-15	White British	
74	Caroline Thorpe Ward	Yes	Patient	Because the staff are really kind. They treated me really well and had so much support for me. Thank you for all the help.	The help and the support.	Nothing. Really amazing. Thank you very much.	Male	16-18	White British	
75	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff. Clean & accommodating, offering food & drinks.	Friendly, quick response from doc.		Male	Under 6	White British	
76	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly, helpful and kind interaction with our daughter which relaxed her. Thank you very much.	Friendly, welcoming, relaxing.	Nothing.	Female	16-18	White British	
77	Caroline Thorpe Ward	Yes	Patient	Nice staff.	Everybody was very friendly.		Female	12-15	White British	
78	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer		The staff were all very nice.	We had to ask for breakfast as we had been forgotten.	Female	Under 6	White British	
79	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish
80	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kept our son in for observations for peace of mind and to check his issues didn't reoccur.	Thorough investigations.	Toilets to have an offensive waste bin. As a new mum, it was hard for me to discard my pad as there is no sanitary bin / offensive waste bin. Maybe more pleasant for new mums to have one available.	Male	Under 6	White British	

81	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are lovely and all are extremely good at their jobs, especially [name withheld]. Thank you.	How understanding the staff are - even at 4am!!!	The docs took a long time to get to everybody - understand they were quite busy but 2hrs is a long wait for routine rounds.	Male	Under 6	White British	
82	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nice, friendly staff. Excellent standard of care received.	The playroom!	Nothing.	Male	Under 6	White British	
83	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Wonderful staff not only looked after my 11wks old daughter but also my partner & myself. Thank you all staff.	The staff made our stay here worrying about our daughter bearable & calmed us when things were bad.	Absolutely nothing.	Female	Under 6	White British	
84	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful, kind and friendly team.		Nothing.	Male	Under 6	White British	
85	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	It was lovely here. Looked after us really well x.			Male	12-15	White British	
86	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because the staff are amazing. They are so helpful. You all do such an amazing job.	Helpful staff.	Nothing - fully happy.	Female	6-8	White British	
87	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very good with my daughter.	It has been alright. Staff are good.	Nothing.	Female	Under 6	White British	
88	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Good example of why our NHS is so important. The staff are amazing. Thank you.	The staff - all friendly & approachable.		Male	Under 6	White British	
1	Fortescue Ward	Extremely Likely		Very well looked after. The staff are really kind and caring.		No complaints or ideas at all I can think of.	Female	over 65	White British	
2	Fortescue Ward	Extremely Likely		The nursing staff work very hard, doing a very		As a patient with macular degeneration, I am so	Male	over 65	White British	

				difficult job. I do get frustrated at times though with my own inability to help myself.		dependent on the staff to do most, if not everything, for me. I do get confused at times, but I guess everyone does.				
3	Fortescue Ward	Extremely Likely		All do a fantastic job, doing their utmost to give 100% care. I have full admiration for them all.		No, nothing I can think of. I do live in Bude and came here via Ambulance. I hope the hospital are able to provide my transport home.	Male	over 65	White British	
4	Fortescue Ward	Extremely Likely		Wonderful care. The nurses are the best in the country.		No. The staff are wonderful. The food is very good.	Male	over 65	White British	
5	Fortescue Ward	Extremely Likely		I have been well looked after by all the staff.			Male	over 65	White British	
6	Fortescue Ward	Extremely Likely		Very good. I have been looked after well.			Female	over 65	White British	
7	Fortescue Ward	Extremely Likely		Very nice and understanding staff.		There have been times when the food could have been hotter.	Female	over 65	White British	
8	Fortescue Ward	Extremely Likely		The nurses have been all very helpful. I go home tomorrow where a care package has been set up for me.		I just wish the staff would let me use the commode instead of getting me to walk to the toilet.	Female	over 65	White British	
9	Fortescue Ward	Extremely Likely		The staff are very kind and patient. The physio team are doing their level best to help me.		No way. I could have helped make things better by being more helpful with the physio staff. I have not been good at using the equipment they ask me to but I am going to try harder.	Female	over 65	White British	
10	Fortescue Ward	Extremely Likely		All the staff are just so helpful. Obviously, they need extra staff to help them.		Not really. Everything seems very good on the ward. One thing I would like is for the senior doctors to listen a bit	Male	over 65	White British	

						more and not just guess my words as I explain my condition to them. I appreciate how busy they are but listening to patients would no doubt help and be a quicker way of diagnosing the problem.				
11	Fortescue Ward	Extremely Likely		The staff are always there when needed. They just cannot do enough for you night or day.		No. I feel everything is being done that can be done. The ward is so well run by very dedicated staff.	Female	over 65	White British	
12	Fortescue Ward	Extremely Likely		It is a very good ward. Hardworking people - seemingly, very understaffed.		No. I don't think so. My memory is not good. I cannot even remember my age. I find it so frustrating. So, I cannot think of anything. But the staff look after us all very well indeed.	Female	over 65	White British	
13	Fortescue Ward	Extremely Likely		Everyone has been pleasant and helpful.			Female	over 65	White British	
14	Fortescue Ward	Extremely Likely		I have been well looked after by everyone.			Male	over 65	White British	
15	Fortescue Ward	Extremely Likely		We feel the lovely atmosphere on this ward and would be very happy to be in here, if needed.				Over 65	White British	
16	Fortescue Ward	Extremely Likely		All the staff are kind & attentive. Gives confidence to friends / family that patient is being well cared for.		Not really. Staff are always busy & that is good.	Female	Over 65	White British	
17	Fortescue Ward	Neither Likely nor		It would appear to be attention to rules and		I have but they would not be appreciated. They do not	Male	Over 65	White British	

		Unlikely		only consider patient response [illegible].		apply to this hospital only. The main [illegible] appears to be on patient tidiness and ward cleanliness.				
1	Glossop Ward	Extremely Likely		The staff are first class,		The only suggestion I can see is that there appears to be bed blocking due to the delay in delivering prescriptions on the day of discharge.	Male	over 65	White British	
2	Glossop Ward	Extremely Likely				My mobile phone case has been mislaid. I have asked the staff to find it but, so far, unable to locate.	Male	over 65	White British	
3	Glossop Ward	Extremely Likely		Everything is good. The staff are friendly.			Male	over 65	White British	
4	Glossop Ward	Extremely Likely		Very friendly staff.			Female	over 65	White British	
5	Glossop Ward	Extremely Likely		Well looked after by all the staff.			Female	over 65	White British	
6	Glossop Ward	Extremely Likely		Well looked after by dedicated staff.			Female	over 65	White British	
7	Glossop Ward	Extremely Likely		Everyone is so obliging and helpful. I must say I am disgusted when reading the report on our hospital this morning. I have never seen it dirty and the care has always been first class.		Arrived in A&E, then onto MAU before arriving on Glossop. All went very smoothly and the staff have been so supportive.	Female	46-55	White British	
8	Glossop Ward	Extremely Likely		As a long-term patient, I can only say thank you. Marvellous care shown at all times by the staff. They all work so hard and do a		I think the food is good and the cleanliness. I do feel a little bit confused at times - one day runs into another. It seems strange some days but the staff help me.	Female	over 65	White British	

				wonderful job.					
9	Glossop Ward	Extremely Likely		Fantastic, absolutely fantastic. My first time in NDDH and I am amazed by the cleanliness. The quality of my care and, believe it or not, the food. After all I have read about the hospital I was scared to come in here. So calm and peaceful. I have been seen by so many doctors.		My word, no. As I said earlier, I am 100% happy with all of my care so far.	Female	over 65	White British
10	Glossop Ward	Extremely Likely		Very well cared for, thank you. The staff are marvellous - so busy rushing around all day. Just a shame I picked up a chest infection so close to me having a pacemaker fitted.		Only to provide money for extra staff to ease the workload on them.	Female	over 65	White British
11	Glossop Ward	Extremely Likely		The hardworking nurses and Sodexo staff are doing a fantastic job. All so clean. The food is good as well.		My only problems have been one morning, when I had drifted off to sleep and a doctor gave me a few heavy finger pokes in my shoulder to wake me and was then very abrupt as he spoke to me. The other is that sometimes urine bottles are not taken away and replaced regularly at night. But everyone else has been wonderful in their care	Male	over 65	White British

						and treatment.				
12	Glossop Ward	Extremely Likely		All doing fine, thank you. The nursing staff are all good.		Not really, without any more money given to the Trust by whatever government is in power. It is a disgrace the way we are treated down here. Just give us the funding and let us do our job.	Male	46-55	White British	
13	Glossop Ward	Extremely Likely		As the parent, it was good to see that our daughter was listened to at all times. The nursing staff introduced themselves and have been very kind. Anything asked for has been dealt with quickly.		As regular users of the hospital from using Caroline Thorpe Ward to being of age to be in main unit, we have always had the best of care. This admission was no different. The ambulance paramedics were so very good. Arrived in A&E - no waiting in there and, within 15mins, all observations done and ready for doctor.	Prefer not to say	16-25	White British	
14	Glossop Ward	Extremely Likely		The staff are friendly and it's clean.		More staff are required and perhaps a re-think on the cottage hospital beds	Female	over 65	White British	
15	Glossop Ward	Extremely Likely		The staff are very helpful and friendly.			Female	over 65	White British	
16	Glossop Ward	Extremely Likely		The staff are very dedicated to helping the patients.			Male	over 65	White British	
17	Glossop Ward	Extremely Likely		The staff are just wonderful. The nurses never seem to stop. Such long shifts, as well.		My only comment would be about the food. Only my thoughts, but I find it very bland. A shame really, as always hot and well-presented.	Female	over 65	White British	
18	Glossop Ward	Extremely Likely		Obviously, a very busy ward. Looked after by		Nothing I can think of. Always clean. The food	Female	over 65	White British	

				very attentive staff - always a smile and a kind word.		looks good but, as 'nil by mouth', I can only look.				
19	Glossop Ward	Extremely Likely		Absolutely brilliant. I just wish my doctors at our local surgery showed such care. Nothing is too much trouble to these wonderful staff on Glossop.		I had a rather unpleasant issue with one of the doctors last Saturday regarding my dignity. I have reported the issue to the nurses.	Female	46-55	White British	
20	Glossop Ward	Extremely Likely		The staff are very well trained in respiratory and gastro. I find it very calming knowing this.		The staff work extremely hard and people on the ground are the ones pulling the hospital together and making it work. I have witnessed not only to me, but the other patients, the compassion of one particular staff nurse - particularly when dealing with some very trying and vulnerable people at times.	Female	46-55	Other ethnic group	
21	Glossop Ward	Extremely Likely		No dramas. Basically, a very nice ward. Good quality staff. I am also impressed by the cleaners. They keep the ward spotless. I would also like to thank all of the staff the way that they are always cleaning their hands.		I cannot think of anything at the moment, but if I do I will tell you.	Female	56-65	White British	
22	Glossop Ward	Extremely Likely		10 out of 10 due to the dedication and professional care		Unfortunately. I seem to have a very complex brain problem. The hospital are	Male	over 65	White British	

				shown by the staff, including my I say the Sodexo staff.		doing their best to sort it, but I am just sitting here hoping they can help me.				
23	Glossop Ward	Extremely Likely		I have no problems at all with any of the staff. Very good staff. The staff have so much to do. Very bad really - these people will be burnt out.		Yes. Get more staff. Fund our NHS in a correct way, supporting these wonderful staff with the respect they deserve.	Male	56-65	White British	
24	Glossop Ward	Extremely Likely		Just fabulous. Very hardworking staff.		Not really. All is absolutely spot on. Very impressed with the care.	Male	46-55	White British	
25	Glossop Ward	Extremely Likely		Nice, knowledgeable staff, always willing to help. Clean ward. I had the salad option most days. Lovely and crisp and well presented on the plate. No complaints at all.			Male	Over 65	White British	
26	Glossop Ward	Extremely Likely		It's a nice ward.			Female	56-65	White British	
27	Glossop Ward	Extremely Likely					Male	Over 65		
28	Glossop Ward	Extremely Likely		[Illegible] We're lucky you are just down the road (22 miles). Many thanks to all the chirpy souls [Illegible] Thank you.		[Illegible].	Female	Over 65	White British	
29	Glossop Ward	Extremely Likely		Staff are spot on. Nothing is too much trouble. Thanks for everything.			Male	26-35	White British	
30	Glossop Ward	Extremely Likely		[Illegible].			Female	Over 65	White British	

31	Glossop Ward	Extremely Likely		Nurses were wonderful and treated me with respect. If I had any question they took time to explain. Can't praise them enough.			Male	46-55	White British	
32	Glossop Ward	Extremely Likely					Female	Over 65	White British	Do not publish
33	Glossop Ward	Extremely Likely		Staff were very caring and nothing seemed too much trouble, despite being rushed off their feet.		Tell NHS to supply more money to employ more staff so nurses are not so rushed off their feet.	Female	Over 65	White British	
34	Glossop Ward	Likely		The staff are very busy.			Male	56-65	White British	
35	Glossop Ward	Likely		Obviously, a very busy ward. Looked after by very attentive staff - always a smile and a kind word.			Female	over 65	White British	
36	Glossop Ward	Likely		Helpful staff, having to work under difficult circumstances.		Keep the staff happy (pay them more).	Male	Over 65	White British	
37	Glossop Ward	Likely		All staff very helpful and cheerful. Hope I was not too awkward. Very cheerful staff.			Male	Over 65	White British	
38	Glossop Ward	Likely		No problem with ward or routine. Lovely staff. Very pleasant stay.			Female	Over 65		
39	Glossop Ward	Neither Likely nor Unlikely		Bit slow answering buzzers.		Have a look at heating for pts. close to radiators - sometimes too hot.	Male	Over 65	White British	
40	Glossop Ward	Neither Likely nor Unlikely		Night disruption.			Male	Over 65	White British	

41	Glossop Ward	Not entered		The care offered on Glossop Ward was good but there is no guarantee that one will not be transferred to another ward where the standard of care is lower.		Renovate the older wards, such as Glossop.	Male	Over 65	White British	
1	King George V Ward	Extremely Likely		Well treated by the staff.			Male	over 65	White British	
2	King George V Ward	Extremely Likely		Well looked after by all the dedicated staff.			Male	over 65	White British	
3	King George V Ward	Extremely Likely		The polite, helpful and dedicated staff.			Female	26-35	White British	
4	King George V Ward	Extremely Likely		I have been well looked after.			Female	36-45	White British	
5	King George V Ward	Extremely Likely		Everyone so helpful and responsive.		Happy as it is.	Male	over 65	White British	
6	King George V Ward	Extremely Likely		Efficiently managed.		The food is moderate.	Male	over 65	White British	
7	King George V Ward	Extremely Likely		The ward cannot be faulted.		Very good as it is. The food is ok.	Male	over 65	White British	
8	King George V Ward	Extremely Likely		Staff very friendly and efficient.		No. Satisfied as it is.	Female	16-25	White British	
9	King George V Ward	Extremely Likely		All so kind and caring.		More nurses. Very stretched at times.	Female	over 65	White British	
10	King George V Ward	Extremely Likely		Very friendly and caring.		Satisfied as it is.	Female	over 65	White British	
11	King George V Ward	Extremely Likely		Very busy but well managed.		More staff but no complaints.	Male	over 65	White British	
12	King George V Ward	Extremely Likely		No complaints at all. Very spacious, Nurses and doctors giving 100% professional care, showing dignity and kindness along the way.		At the moment, I cannot think of anything. I have been impressed with everything on the ward and in the bay. The young man from Sodexo and his assistant do a fantastic job.	Male	46-55	White British	

13	King George V Ward	Extremely Likely		All extremely helpful and, as a long-term patient, I can honestly say well looked after.		Seem to be doing everything they can. Spotlessly clean. The food is acceptable. Medically and care I think outstanding due to everyone being dedicated to whatever is expected of them.	Male	over 65	White British	
14	King George V Ward	Extremely Likely		What can I say? The staff are just remarkable - from the service staff through to consultants. All doing a very difficult job.		Nothing I can think of up to yet. It is clean. The food is ok - cannot expect restaurant silver service can we? But my care, which is the main thing, has been of the highest standard.	Male	over 65	White British	
15	King George V Ward	Extremely Likely		I give a range of views from 6 out of ten up to 9 out of ten, depending on the shift. Obviously, because of more staff on the day shift this is where I give my highest score. I feel so sorry for the nurses. They seem to be so much under pressure - need more of them.		I feel very comfortable with my care and treatment. How about a 'gofer' volunteer that could maybe go and fetch newspapers etc. as it is so boring just laying here.	Male	over 65	White British	
16	King George V Ward	Extremely Likely		I could not have been admitted to a nicer ward. The staff are all so warm, kind and helpful. Nothing is too much trouble for any of them. The Sodexo staff are also very friendly and do a great job.		Re-open up the cottage hospitals and lessen the pressure on the main unit. I know I said all good re: the medication explained to me and they always do this on the ward. However, on A&E this did not happen and I was given Ibuprofen and should not have been.	Female	26-35	White British	

17	King George V Ward	Extremely Likely		The whole experience so far has been excellent.		At the moment all is fine - waiting for surgery to take place this morning.	Female	36-45	White British	
18	King George V Ward	Extremely Likely		The way the staff look after you is fantastic and I do mean all the staff. Sodexo staff always have a kind word and a smile. The nursing staff and doctors are very kind - doing their level best to treat us.		The nurses are all like princesses - so kind, hardworking, professional and totally dedicated to their profession.	Male	over 65	White British	
19	King George V Ward	Extremely Likely		I keep losing my memory but I am being looked after very well.		Not really. Because I keep forgetting things I just do as I am asked. Everyone is just so kind. I am so sorry - I can remember things from years ago and struggling to remember recent things but I do know the people are lovely here.	Male	over 65	White British	
20	King George V Ward	Extremely Likely		The attitude and approach by medical staff has been good			Male	over 65	White British	
21	King George V Ward	Extremely Likely		Everyone is kind and attentive			Female	over 65	White British	
22	King George V Ward	Extremely Likely		Very kind, warm, helpful with sense of humour not phased by very difficult situation of someone bullying threatening nurses		Just wonderful, warm, kind people and service. If anything, I observed patient threatening nurses and assistants.	Female	46-55	White British	
23	King George V Ward	Extremely Likely		Everyone kind and understanding			Female	over 65	White British	
24	King George V Ward	Extremely Likely		Well treated by all the staff - when comparing		The medical staff are very busy.	Male	over 65	White British	

				it with Exeter, excellent - much quieter.						
25	King George V Ward	Extremely Likely		Have been well looked after by all the staff.			Male	over 65	White British	
26	King George V Ward	Extremely Likely		Well looked after by all the ward staff.		Waiting time on feedback from test results could be quicker as not knowing is more worrying.	Female	over 65	White British	
27	King George V Ward	Extremely Likely		The staff have been really good and helpful.			Female	16-25	White British	
28	King George V Ward	Extremely Likely		Very dedicated teamwork by all staff.			Female	over 65	White British	
29	King George V Ward	Extremely Likely		Well looked after.		Extra long wait for a bed in A&E.	Female	over 65	White British	
30	King George V Ward	Extremely Likely		Nurses & HCA care is brilliant.			Female	16-25	White British	
31	King George V Ward	Extremely Likely		Staff who observed needs in patients who maybe weren't awake and those who listened & explained were best.				Over 65	White British	
32	King George V Ward	Likely		Feel very isolated at times.		Feels cold at times. The food is bearable.	Male	over 65	White British	
33	King George V Ward	Likely		Nurses very kind and caring but rushed off their feet.		No. Good as it is. All the staff do their best.	Female	over 65	White British	
34	King George V Ward	Likely		Much variation in nursing staff - some do not give the impression of enjoying their work.		Within hospital, satisfied as it is.	Male	over 65	White British	
35	King George V Ward	Likely		Helpful staff			Female	over 65	White British	
36	King George V Ward	Not entered		The staff were absolutely amazing. I was moved four times		The service from the staff on the ward was excellent. Wonderful bedside	Female	46-55	White British	

				in three nights. It seems the system doesn't work. I was in a lot of pain but, with consistency, better service is possible.		manners. Another system needs to be delivered to keep patients consistent.				
1	Lundy Ward	Extremely Likely		I couldn't have been better looked after.		More staff in every department.	Male	56-65	White British	
2	Lundy Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
3	Lundy Ward	Extremely Likely		So efficient, clean and pleasant.		No. Very satisfied as it is.	Male	over 65	White British	
4	Lundy Ward	Extremely Likely		Then staff are wonderful - so friendly. Nothing is too much trouble.		It is very good as it is.	Female	over 65	White British	
5	Lundy Ward	Extremely Likely		The staff are very good but, at times, overworked.		The ambulance service could be improved. I live in Bideford but the ambulance came from South Molton.	Male	over 65	White British	
6	Lundy Ward	Extremely Likely		Well managed and very welcoming.		Cannot complain about anything.	Male	over 65	White British	
7	Lundy Ward	Extremely Likely		Really friendly and helpful.		No. Good as it is.	Male	46-55	White British	
8	Lundy Ward	Extremely Likely		Treated with compassion.		At times, the staff are overworked. The wifi is poor.	Male	56-65	White British	
9	Lundy Ward	Extremely Likely		So kind, compassionate and helpful.		Very satisfied as it is.	Female	over 65	White British	
10	Lundy Ward	Extremely Likely		The care could not have been nicer.		Cannot be faulted.	Female	over 65	White British	
11	Lundy Ward	Extremely Likely		The cleanliness. The staff - nothing is too much trouble.		More than satisfied as it is.	Female	over 65	White British	
12	Lundy Ward	Extremely Likely		Excellent service and treatment.			Male	over 65	White British	

13	Lundy Ward	Extremely Likely		Well looked after by all.			Male	56-65	White British	
14	Lundy Ward	Extremely Likely		Well looked after by dedicated staff.		More staff at night.	Female	36-45	White British	
15	Lundy Ward	Extremely Likely		I have been well treated by dedicated staff.		Telephone communications when phoning into the hospital could be improved. I have experienced difficulties when using the speech recognition system.	Male	over 65	White British	
16	Lundy Ward	Extremely Likely		Excellent staff.			Male	over 65	White British	
17	Lundy Ward	Extremely Likely		Well treated by the staff.			Male	over 65	White British	
18	Lundy Ward	Extremely Likely		The service from the staff is excellent.			Male	over 65	White British	
19	Lundy Ward	Extremely Likely		Good service.				Over 65		
20	Lundy Ward	Extremely Likely		Excellent caring and professional service from the paramedics who brought me in, the A&E staff that cared for me during the night, and on Lundy Ward. The NHS is the envy of the world due to the devotion of those that work within it!!		No. It was excellent though the NHS should get more money so staff do not have to work under continuous stress & strain.	Male	56-65	Asian / Asian British	
21	Lundy Ward	Extremely Likely		Excellent service. Well done, Lundy Ward.				56-65		
22	Lundy Ward	Extremely Likely		It would be very hard to improve on near perfection. Thank you everyone for your kindness and expertise.			Male	Over 65	White British	

				[Name withheld].						
23	Lundy Ward	Extremely Likely					Female	Over 65	White British	Do not publish
24	Lundy Ward	Extremely Likely		The staff are all wonderful. Nothing is too much for them to do. Food could be a lot better. Hairdresser would be nice.			Female	Over 65	White British	
25	Lundy Ward	Extremely Likely		Very efficient, helpful and a big smile!		No. All care was great.	Female	Over 65	White British	
26	Lundy Ward	Extremely Likely		The staff were professional, friendly thorough, caring. Everything you could ask for in a hospital stay. Thank you.			Female	Over 65	White British	
27	Lundy Ward	Extremely Likely					Female	Over 65	White British	
28	Lundy Ward	Extremely Likely		Because the staff are second to none, really caring and, as busy as they are, they still do what they can. But the blinds on the ward are broken and flap all over when the windows are open.				Over 65	White British	
29	Lundy Ward	Likely		The staff are doing the best they can under difficult circumstances. More staff are needed.		Need more healthcare assistants to free up the registered nurses. The food is not tasty.	Female	36-45	White British	
30	Lundy Ward	Likely		All bar one staff nurse, very rude & [illegible]. All other staff [names withheld] very professional. But no		More ward staff!! Shower needing fixing as I was in an isolation side room.	Male	26-35	White British	

				shower working.						
31	Lundy Ward	Likely					Female	Over 65	White British	Do not publish
32	Lundy Ward	Likely		Friendly staff.			Male	56-65	White British	
33	Lundy Ward	Likely					Male	Over 65	White British	
34	Lundy Ward	Extremely Unlikely					Female		White British	Do not publish
35	Lundy Ward	Not entered		Lundy Ward is a cheerful place. It looks good compared to others but a recommendation is different. Do we have a choice? A&E is in another category. I have spent many miserable hours there - dread needing it.		The only suggestions for improvement may not be relevant - better trained blood-takers please.	Female	Over 65	White British	
1	Staples Ward (Stroke Unit)	Extremely Likely		Because the staff are caring, efficient and hardworking.			Female	over 65	White British	
2	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by dedicated staff.			Female	over 65	White British	
3	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are helpful and kind.			Male	over 65	White British	
4	Staples Ward (Stroke Unit)	Extremely Likely		A comfortable ward and friendly staff.			Male	16-25	White British	
5	Staples Ward (Stroke Unit)	Extremely Likely		Very kind and caring nursing staff - always there to help when needed.		I think the ward and bay are nice and clean. The nurses and the doctors are all doing their level best. Sodexo staff - always a smile and a kind word as they go about their duties.	Female	over 65	White British	

6	Staples Ward (Stroke Unit)	Extremely Likely		I have been well treated by all medical and peripheral staff.			Male	over 65	White British	
7	Staples Ward (Stroke Unit)	Extremely Likely		Have been treated well by all staff.			Male	over 65	White British	
8	Staples Ward (Stroke Unit)	Extremely Likely		I have had good care from all the staff.			Male	over 65	White British	
9	Staples Ward (Stroke Unit)	Extremely Likely		Have been treated well			Male	over 65	White British	
10	Staples Ward (Stroke Unit)	Extremely Likely		The nursing staff are marvellous. My only problem is I was suddenly moved from ICU to here without any real explanation. I have been very nervous and upset but, there you go, it happens I guess. To come from ICU to a ward like this with such depressing patients around me has dragged me down as well.		My care here has been wonderful as far as I am aware - ambulance, ICU and then to Staples. My only issue is that I honestly thought I had been put on a psychiatric or end of life ward. Hoping for a scan this morning and then to be discharged home. The nights seem never-ending with patients crying out all the time.	Female	56-65	White British	
11	Staples Ward (Stroke Unit)	Extremely Likely		It is the care given by the wonderful nurses. The staff nurse has been so kind but, in truth, so has everyone else. Sodexo staff keep the bay spotlessly clean and serve us good food - so what more can you ask for?		Not really. The staff give their 100% best with what is available to them. So hardworking - and understaffed I think.	Female	over 65	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		Absolutely perfect. 20 out of 10 and I mean		More help for these amazing people - that's all.	Male	56-65	White British	

				that. The nurses are spot on. The staff are absolutely amazing. The physio is a star.						
13	Staples Ward (Stroke Unit)	Extremely Likely		My word, the staff are brilliant. The best ward I have been on, actually. All need a medal.		Not really. Spotlessly clean, good food and, as I said earlier, good medical care.	Male	over 65	White British	
14	Staples Ward (Stroke Unit)	Extremely Likely		Made very welcome on the ward. First class. I, as the patient's wife, second that.		Patient care is absolutely fine. The ward is clean. The food is acceptable. The one thing is the car park. It seems nowhere near adequate.	Male	over 65	White British	
15	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very caring. The food is good and cleanliness.		Very satisfied the way it is.	Male	over 65	White British	
16	Staples Ward (Stroke Unit)	Extremely Likely		The staff are all lovely.		The aftercare needs to be improved.	Female	over 65	White British	
17	Staples Ward (Stroke Unit)	Extremely Likely		The attention given by the nurses is first class. A very relaxed ward.		Very good as it is. The food is excellent.	Male	over 65	White British	
18	Staples Ward (Stroke Unit)	Extremely Likely		Impressed by all the equipment on the ward.		Satisfied as it is.	Male	over 65	White British	
19	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very good.		More staff would be good but this may be due to sickness among staff.	Female	over 65	White British	
20	Staples Ward (Stroke Unit)	Likely		The staff have been excellent but it has been noisy at times with other patients, particularly last night.			Male	over 65	White British	
21	Staples Ward (Stroke Unit)	Likely		The staff are very friendly and helpful.			Male	56-65	White British	

1	Tarka Ward	Extremely Likely		The nurses help so much. They come when you call them - very kind.		All ok.	Male	over 65	White British	
2	Tarka Ward	Extremely Likely		The staff are great.		It is all perfect apart from one nurse who was a bit curt.	Male	over 65	White British	
3	Tarka Ward	Extremely Likely		Friendly staff who are ready to help and are very caring.		I would like dark gluten-free chocolate made available in the shop please. Everything else is brilliant.	Female	over 65	White British	
4	Tarka Ward	Extremely Likely		Being well looked after by dedicated staff.			Female	over 65	White British	
5	Tarka Ward	Extremely Likely		I have been well looked after.			Male	over 65	White British	
6	Tarka Ward	Extremely Likely		Well looked after by all staff			Male	over 65	White British	
7	Tarka Ward	Extremely Likely		Ward clean and very good, staff excellent.		Perhaps timing could be better, when telling you one thing and it doesn't happen till much later.	Male	over 65	White British	
8	Tarka Ward	Extremely Likely		Staff have been excellent, helpful and friendly.			Male	over 65	White British	
9	Tarka Ward	Extremely Likely		The main thing to me is the quality of the communication. I am very impressed by it. I am in a lot of pain but, on calling the staff, all sorted straightaway.		I was extremely concerned coming onto the ward as I am claustrophobic and was initially going to be put into a side room. It is noted I have this problem but it was obviously not read. The staff apologised and sorted it out for me. But I can honestly say I am just so impressed by the quality of the staff.	Female	56-65	White British	
10	Tarka Ward	Extremely Likely		Amazing staff - just wondering how the		No. Spotlessly clean. The food I find to be excellent.	Female	over 65	White British	

				devil the staff cope?		The doctors have been so good to me as have the rest of the staff. Thank you.				
11	Tarka Ward	Extremely Likely		Pleasant staff.			Male	56-65	White British	
12	Tarka Ward	Extremely Likely		Well looked after by all staff, including non-medical.		TV too expensive.	Male	26-35	White British	
13	Tarka Ward	Extremely Likely		Attitude of staff is friendly and efficient.		Shelf in bathroom would be helpful. TV not working properly - too much interference. Consistent checking of oxygen equipment in bays to ensure they are turned on when needed.	Male	56-65	White British	
14	Tarka Ward	Extremely Likely		Well looked after by a dedicated team.			Male	over 65	White British	
15	Tarka Ward	Extremely Likely		The staff are always available when required.			Female	over 65	White British	
16	Tarka Ward	Extremely Likely		The treatment has been good.			Female	over 65	White British	
17	Tarka Ward	Extremely Likely		Treated with utmost care and attention, and the quality of the operation was first class.		Reduce the waiting times for operations. I had my operation cancelled twice last year.	Male	56-65	White British	
18	Tarka Ward	Extremely Likely		Can't find fault with anything.		The food is a bit bland for my taste buds.	Male	over 65	White British	
19	Tarka Ward	Extremely Likely		The staff have been good.		Asked for a banana for my sweet but none to be located hospital-wise.	Female	over 65	White British	
20	Tarka Ward	Extremely Likely		I have been well looked after.		Spend existing NHS funds more wisely.	Male	over 65	White British	
21	Tarka Ward	Extremely Likely		Well looked after by a dedicated team.			Male	over 65	White British	

22	Tarka Ward	Extremely Likely		Nurses are very friendly & there is a sense of genuine caring.			Female	16-25	White British	
23	Tarka Ward	Extremely Likely		Staff generally very helpful and caring. Also, admission area, blood unit and theatre staff excellent. Also, pleasantly surprised because I was dreading the whole experience. Don't know why now!!			Female	Over 65	White British	
24	Tarka Ward	Extremely Likely		Everyone has been really helpful to make me feel comfortable - have been very kind.						
25	Tarka Ward	Likely		Well looked after			Male	over 65	White British	
1	Victoria Ward	Extremely Likely		Really good actually. All so friendly and welcoming. The care from the nurses is excellent - the best you could ask for.		Not really. A difficult question. I came here via A&E and MAU - all in a very smooth operation.	Male	over 65	White British	
2	Victoria Ward	Extremely Likely		Quiet. Quality care at all times. Very well looked after. Very clean. The food is also very good. No complaints.		Not that I can think of. I have been here a couple of weeks now and would have noticed anything. All seems good.	Male	over 65	White British	
3	Victoria Ward	Extremely Likely		Amazing staff. They work so hard. Nothing is too much trouble for any of them, nothing at all.		I cannot think of anything. Surely to improve would be very difficult. I am very impressed by everything and everyone.	Female	over 65	White British	
4	Victoria Ward	Extremely		Everything seems to be		All the facilities are	Male	36-45	White	

		Likely		very good, even over the holiday period. My word, the staff work hard and long hours.		wonderful. I just cannot understand what I read in the Journal with all the negatives.			British	
5	Victoria Ward	Extremely Likely		A very good experience from the nurses - they are very dedicated and professional at all times.		Nothing regarding the ward. I just wish I did not have to wait so long to go to Exeter for my angiogram.	Male	56-65	White British	
6	Victoria Ward	Extremely Likely		Friendly staff who always have time for the patient.			Male	46-55	White British	
7	Victoria Ward	Extremely Likely		Because it's clean and comfortable.			Female	46-55	White British	
8	Victoria Ward	Extremely Likely		Well looked after by all staff.			Male	over 65	White British	
9	Victoria Ward	Extremely Likely		The staff are very good, bay clean, kind and understanding.			Male	over 65	White British	
10	Victoria Ward	Extremely Likely		Very good. Well looked after.			Male	56-65	White British	
11	Victoria Ward	Extremely Likely		Very well looked after.			Male	over 65	White British	
12	Victoria Ward	Extremely Likely		Staff will listen and have been looked after.		A&E chairs need to be more patient-friendly i.e. hard wooden chairs	Female	over 65	White British	
13	Victoria Ward	Extremely Likely		Well looked after by all.			Male	over 65	White British	
14	Victoria Ward	Extremely Likely		A clean and well-run ward.			Male	over 65	White British	
15	Victoria Ward	Extremely Likely		Well looked after by all the staff.		Food portions could be bigger.	Male	56-65	White British	
16	Victoria Ward	Extremely Likely		Looked after well by good staff.			Female	over 65	White British	
17	Victoria Ward	Extremely Likely		Everyone has been kind.			Female	over 65	White British	

18	Victoria Ward	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
19	Victoria Ward	Extremely Likely		Excellent service.			Male	over 65	White British	
20	Victoria Ward	Extremely Likely		Dedicated staff.			Male	over 65	White British	
21	Victoria Ward	Extremely Likely		Dedicated staff.			Male	over 65	White British	
22	Victoria Ward	Extremely Likely		Well looked after by all.			Female	over 65	White British	
23	Victoria Ward	Extremely Likely		Caring and professional - staff dedicated to their job.			Male	56-65	White British	
24	Victoria Ward	Extremely Likely		Wonderful, patient, helpful friendly staff. My experience was mainly through the night and nothing was too much trouble. Also, very good with information regarding my condition.		More funding from the government for more staff to share the very hard work.	Female	Over 65	White British	
25	Victoria Ward	Extremely Likely					Male	56-65	White British	Do not publish
26	Victoria Ward	Extremely Likely		Very kind, caring staff, explained everything well and very upbeat. Excellent team, took the fear away.		None. Perfection.	Male	56-65	Other ethnic group	
27	Victoria Ward	Extremely Likely		Very friendly & helpful staff. Nothing could be faulted whatsoever.		N/A.	Male	36-45	White British	
28	Victoria Ward	Extremely Likely		Everyone has been so pleasant & caring with nothing being too much trouble. Even when short-staffed			Female	Over 65	White British	

				they never let it show. I couldn't have wished for better medical care.						
29	Victoria Ward	Extremely Likely		Everyone was kind & helpful in every way. Ask & you got with no fuss.		No.	Female	Over 65	White British	
30	Victoria Ward	Extremely Likely		Excellent all-round treatment.		None.	Male	56-65	White British	
31	Victoria Ward	Extremely Likely		Everyone is so kind. Nurses are very thorough - even though they are overworked. I've been given the best treatment. Thank you, everyone.		No. Everything is good - except the nurses have got to much work and they are wonderful.	Female	Over 65	White British	
32	Victoria Ward	Extremely Likely		I have been treated by all members of the medical, domestic, clerical, doctors and staff with kindness, friendliness and respect. It is a very happy hospital as far as I have seen. I am very grateful to all involved. I am from Cumbria in the Lake District. Thank you.						
33	Victoria Ward	Extremely Likely		Everyone I came in contact with was cheerful, friendly and helpful and I needed that when feeling a bit vulnerable. Thank you.		Sorry, but the showers are simply not fit for purpose. Shoddy and hopeless. The contractor needs a good slap!	Female	Over 65		

34	Victoria Ward	Extremely Likely		All the staff have been very polite, friendly, considerate and cheerful and the ward clean & bright.			Male	Over 65	White British	
35	Victoria Ward	Extremely Likely		Care given very, very good. Very prompt action when required.		Lights off a bit earlier at night, if possible.	Male	Over 65	White British	
36	Victoria Ward	Extremely Likely		Acceptance of the need for professional care & treatment. [Illegible] no option other than admission.		Attention to noise levels, especially vocal in some cases. TV / radio could be extended during the [illegible].	Male	Over 65	White British	
37	Victoria Ward	Extremely Likely		The sheer brilliance of all the staff. Everyone was cheerful, helpful and kind.		Get rid of the government.	Female	Over 65		
38	Victoria Ward	Extremely Likely		Good, friendly staff, good care, approachable and very understanding.			Male	56-65	White British	
39	Victoria Ward	Extremely Likely		Excellent looking after. Also, very polite.				Over 65	White British	
40	Victoria Ward	Extremely Likely		I felt confident that I was being cared for in a competent and caring manner. All the staff were friendly and obliging.		Increased capacity would have enabled me to enter the specialist ward on admission rather than having to occupy a temporary bed elsewhere.	Male	Over 65	White British	
41	Victoria Ward	Likely		Staff are very good		Need more medical staff, nurses	Female	over 65	White British	
42	Victoria Ward	Likely		Doctors & nurses and working people are so good.			Male	Over 65	White British	
43	Victoria Ward	Extremely Unlikely		Not enough staff. Dressings not applied to bed sores for days		Better attitude to caring, making patients more comfortable.	Female	36-45	White British	

				on end even when asked by family many times. Rude staff (elderly healthcare assistant).							
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