

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Feb-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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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		Very helpful staff - well looked after.			Female	over 65	White British	
2	ASU Orthopaedics	Extremely Likely		The staff and service are very good.			Male	over 65	White British	
3	ASU Orthopaedics	Extremely Likely		Well looked after by excellent staff.			Male	over 65	White British	
4	ASU Orthopaedics	Extremely Likely		Well looked after by excellent staff.			Male	over 65	White British	
5	ASU Orthopaedics	Extremely Likely		Fantastic. They have been great. Such a nice, pleasant environment. The staff are always available. Obviously, a very dedicated and extremely professional team.		I honestly cannot fault anything. Waited on hand and foot. Fed and watered. A spotlessly clean ward. Absolutely wonderful staff - one, in particular, has been so helpful in trying to get my X-rays and interpretation from Derriford. May I add	Male	46-55	White British	

						that my wife and family are also very impressed with my care.				
6	ASU Orthopaedics	Extremely Likely		I have been on this ward before and, as usual, the staff look after you wonderfully well at all times. I must say the food is excellent and also the way it is presented.		No. I am completely satisfied with my care. Very kind and caring, and so much patience when looking after you.	Male	over 65	White British	
7	ASU Orthopaedics	Extremely Likely		I could not recommend this ward enough - so friendly and kind. The staff cannot do enough for you - hardworking and long hours.		A difficult question but, to be honest, I don't think you could do any better. Very pleased with everything really. The food and cleanliness is very good. The food presentation is good and it is nice and hot. Always served with a smile and a kind word from the Sodexo staff.	Female	over 65	White British	
8	ASU Orthopaedics	Extremely Likely		I have been well treated by all the staff.			Female	56-65	White British	
9	ASU Orthopaedics	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
10	ASU Orthopaedics	Extremely Likely		The staff are very kind and helpful. The ward is spotlessly clean. The food is very nice.		No.	Female	over 65	White British	
11	ASU Orthopaedics	Extremely Likely		The staff are very attentive to all patients. They are lovely and considerate, bringing me ear plugs in case it was noisy overnight.		None.	Female	36-45	White British	

12	ASU Orthopaedics	Extremely Likely		The staff have been very friendly and helpful. They are trying hard to help me.		None.	Female	over 65	White British	
13	ASU Orthopaedics	Extremely Likely		All the staff are friendly and helpful - one member brought in her own phone charger so that I could charge my phone.		Privacy is difficult as there are only screens around the bed, but you can still hear what is said.	Female	56-65	White British	
14	ASU Orthopaedics	Likely		Very good service from friendly staff.			Male	over 65	White British	
15	ASU Orthopaedics	Likely		Plenty of things to do. The staff are terrific, very good.		No.	Female	over 65	White British	
16	ASU Orthopaedics	Likely		The medical and support staff are extremely good without exception. Very professional, caring and good-humoured - often in stressful situations. Unfortunately, the ASU has been re-organised and relocated and, in my opinion, it is now rather too crowded for comfort and for the staff - barely conducive to a fully satisfactory working environment. None of this is any reflection on either the attitude or dedication of those working in ASU. However, it		Within the limitations of current funding, the ASU works extremely well.	Male	over 65	White British	

				cannot help but make their task more difficult from time to time.						
17	ASU Orthopaedics	Likely		It has been very enlightening. Excellent care from the staff.		None.	Male	over 65	White British	
1	Capener Ward	Extremely Likely		Absolutely fabulous care by such dedicated staff.			Prefer not to say	46-55	Black / African / Caribbean / Black British	
2	Capener Ward	Extremely Likely		The staff have been very helpful, always available.			Male	over 65	White British	
3	Capener Ward	Extremely Likely		Very helpful staff.			Male	over 65	White British	
4	Capener Ward	Extremely Likely		Very supportive staff.			Male	over 65	White British	
5	Capener Ward	Extremely Likely		Very helpful staff.			Male	over 65	White British	
6	Capener Ward	Extremely Likely		The nursing staff, Sodexo staff, plus of course doctors and consultants are doing a first class job. Could not wish for better care.		Not really, not in my mind anyway. The staff are doing a fantastic job when you consider the resources provided. The food is acceptable but there is room for improvement, especially salads which seem a bit dry. Spotlessly clean, considering the age of the ward I guess.	Male	over 65	White British	
7	Capener Ward	Extremely Likely		The staff are very kind. As a very long term patient. I can tell you that the staff here are wonderful. Absolutely nothing is too much		The staff here are overworked, understaffed and underpaid. They work like slaves.	Male	over 65	White British	

				trouble for them, daytime or night-time. All so overworked. They never seem to stop.					
8	Capener Ward	Extremely Likely		Looked after very well indeed at all times by the nursing staff. They seem to be short-handed. They just never stop. The young apprentices are also doing a very good job - all caring and hardworking.		Well, there is one thing - staff shortage. The food is lovely. A very clean and tidy ward - probably needs a lick of paint. But I cannot fault any of the staff.	Male	56-65	White British
9	Capener Ward	Extremely Likely		The quality of care provided by all of the staff - it is of the highest standard.		No. Even the food is first class. The ward is very clean and the nursing care is way above my expectations.	Male	over 65	White British
10	Capener Ward	Extremely Likely		Fantastic care. I could not have asked for anything better. Truly wonderful people. The nurses and cleaners always have a smile and a kind word.		I don't think so. We seem to get everything that we need. The nurses never seem to take a breath. Our bay is exceptionally clean. The food is fine. I do not eat much but what I have eaten has been good. So, no, all is fine, thank you.	Female	over 65	White British
11	Capener Ward	Extremely Likely		They are marvellous. On to you straightaway if anything required. The doctors are lovely.		No way. I would give one of the HCAs a medal. She was extra kind to me this morning. I would give her 20 out of 10 if I could.	Female	over 65	White British
12	Capener Ward	Extremely Likely		10 out of 10. Simple as that. The doctors, nurses and Sodexo staff have all been		The food is very good. Cleanliness is also good. The way the food is presented and served is also excellent.	Male	over 65	White British

				marvellous - extremely good. Very kind and helpful.		I had a not so good experience on another ward the previous week but no problems at all so far on Capener.				
13	Capener Ward	Extremely Likely		The staff have been good to me.			Female	over 65	White British	
14	Capener Ward	Extremely Likely		Very caring.		More staff are needed at times but appreciate the problems.	Male	over 65	White British	
15	Capener Ward	Extremely Likely		Very kind and helpful.		Satisfied as it is.	Female	over 65	White British	
16	Capener Ward	Extremely Likely		The nursing is very good - so helpful.		Very good as it is.	Female	over 65	White British	
17	Capener Ward	Extremely Likely		I have experienced many hospitals and this is the best.		The food has improved - warmer than in the past.	Female	over 65	White British	
18	Capener Ward	Extremely Likely		The nursing is good.		Very good as it is.	Female	over 65	White British	
19	Capener Ward	Extremely Likely		All the staff are very good.		The food is poor - I had to order pizzas in last night. But otherwise, good.	Male	36-45	White British	
20	Capener Ward	Likely		Not going to say I would recommend any hospital ward but the staff are very good.		I suppose there are always certain ways to improve things but, within the restraints imposed on the NHS, I think the staff here are doing a very good job.	Male	over 65	White British	
21	Capener Ward	Likely		The nurses and all of the staff are very kind.			Female	over 65	White British	
22	Capener Ward	Likely		The staff are kind. I have been very happy on the ward.			Female	over 65	White British	
23	Capener Ward	Likely		Very hardworking but need more staff at times. They forget to return.		No complaint about the hospital.	Male	over 65	White British	

24	Capener Ward	Likely		The nurses vary in quality but I am aware that patients have varying demands.		Arrangements for post-hospital community nursing care must be improved. There may be communication issues between Devon and Cornwall authorities?	Male	over 65	White British	
25	Capener Ward	Unlikely		The nursing staff are arrogant.		No.	Female	over 65	White British	
1	Caroline Thorpe Ward	Extremely Likely		The staff are just all so friendly, kind and caring.		No. I do not think so as at night the paediatric doctor and the nurse were just so good and so supportive to both me and my daughter.	Female	Under 16	White British	
2	Caroline Thorpe Ward	Extremely Likely		Always there to help in any way, shape or form. All of the staff are very kind and helpful.		No. I honestly think this ward, in particular, is very good, Thank you.	Female	Under 16	White British	
3	Caroline Thorpe Ward	Extremely Likely		No reason not to recommend the ward. All the staff are making sure of our care. The twins are being so well looked after.		Nothing I can think of, so I guess you all must be doing a good job.	Female	Under 16	White British	
4	Caroline Thorpe Ward	Extremely Likely		The staff have been really understanding, patient and very caring.		Not really. More than happy with the care of our daughter.	Female	Under 16	White British	
5	Caroline Thorpe Ward	Extremely Likely		They treat me nicely. Good food. Very kind to me.		The shower is faulty with water shooting from the side and the temperature is variable.	Male	Under 16	White British	
6	Caroline Thorpe Ward	Extremely Likely		Not been on the ward long and I think the welcome, care and kindness shown is first		Nothing at all. I am just so impressed with everything so far through A&E and onto Caroline Thorpe Ward. The	Male	Under 16	White British	

				class.		communication has been very good at all times.				
7	Caroline Thorpe Ward	Extremely Likely		The staff are wonderful, very attentive and they all actually listen, which is really good. The staff attend to all of our needs at all times.		Medically, all is brilliant. Like the meal situation, it would be good if on the same basis there was explanation re: car parking charges - explaining weekly charges being cheaper. More importantly, we feel the signposting giving directions to Caroline Thorpe Ward could be well improved. It is showing Ladywell, and not Children's Ward, where you park up. You then go through the main entrance and have to walk back through the hospital, asking numerous people the way.	Female	Under 16	White British	
8	Caroline Thorpe Ward	Extremely Likely		Patient: The nurses are very kind to me. Parent: As the parent, I would like to say thank you for my care as well - nice to be able to stay over with our daughter.		I would like to ask if it would be possible to offer pizza and or a burger on the children's menu?	Male	Under 16	White British	
9	Caroline Thorpe Ward	Extremely Likely		The staff are all just so supportive and understanding, so helpful at all times.		Generally speaking, everything is absolutely fine. Just one issue with one doctor who just did not seem to want to listen to me as the mother, but all good now.	Female	Under 16	White British	
10	Caroline Thorpe Ward	Yes	Patient	Great care given, friendly staff.	It seemed like they care. Helped get over	Window catch needs repairing (2/2). Gets very	Male	16-18	White British	

					surgery. Thank you.	cold and doesn't close properly.				
11	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because staff have been helpful and kind. Staff member was brilliant with my daughter!	Friendly staff.		Female	Under 6	White British	
12	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff were very friendly & helpful. We felt assured and happy with the outcome. We were well looked after.	Well looked after!	N/A.	Female	Under 6	White British	
13	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff are friendly & polite. They explain everything clearly & ensure you understand & feel at ease.	Good staff & facilities.	All ok.	Male	Under 6	White British	
14	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	I couldn't fault the care that was given by all of the staff on the ward. Nothing is too much trouble.	Nothing was too much trouble. The thorough care given.					
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care. Very friendly & kind staff. Thank you for a pleasant stay!		Nothing.	Female	Under 6	White British	
16	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because your staff were very friendly & kind. Also, comforting and reassuring towards my daughter. Thank you.	Friendly staff.		Female			
17	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Well cared for & looked after.	Own room, privacy.		Male	Under 6	White British	
18	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fast, friendly, competent care.	As above.		Male	Under 6	White British	

			Carer							
19	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very, very thorough from triage through to discharge.	Everything.		Male	Under 6	Mixed / Multiple ethnic groups	
20	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff at the Caroline Thorpe Ward were absolutely fantastic. Helpful information at all points and the way they liaised with other departments were very helpful. Thank you very much from [names withheld].		Nothing.	Male	6-8	White British	
21	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent staff. (Friendly. helpful etc.).	Good outcome. Made to feel welcome.	Not a lot.	Male	Under 6	White British	
22	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff very friendly, caring and kept us informed. Checked on [name withheld] regularly to see if okay.	Friendly.	N/A.	Male		White British	
23	Caroline Thorpe Ward	Yes	Patient	My daughter was looked after and given help she needed.	That it was short.		Female	9-11	White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Caring and attentive staff members. Accommodated needs of patients.	Nurses always checked if everything was ok.		Male	Under 6	White British	
25	Caroline Thorpe Ward	Yes	Patient	They treat you nicely.	Everyone was kind.	It's too hot here.	Male	6-8	White British	
26	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly staff. Made [name withheld] feel at home. Very clean & tidy.	Very caring and quick to do tests. Nothing was too much trouble.	Poster with restaurant & café & shop opening hours for parents use.	Male	Under 6	White British	

27	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great staff, clean & tidy, made us feel at ease. [Names withheld].	Warm, friendly and a happy place of work.	Nothing.	Male			
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because the staff / Dr's / nurses were all very kind and helpful. Very lovely ward.	The care that we received.	Nothing.	Female		White British	
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff, happy to explain things to us - reassuring at all points.	Everything.	Nothing.	Female	Under 6	White British	
30	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish
31	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely playroom. Good facilities. Very clean, staff friendly & helpful. Very family-friendly.	Good, friendly, knowledgeable staff who kept us informed throughout. Comfortable, clean facilities.					
32	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are always fantastic and most of the facilities are brilliant but the new toilet roll holders are rubbish! If you're not careful it's very easy to end up with the end of the roll going back into the holder. This means that you then have to use the paper hand towels which may then block the pipework. Also, what's gone wrong with the			Male	6-8	White British	

				showers?? None of them work! Apparently, this has been ongoing for a while so why isn't it being sorted!?						
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful.			Male	Under 6	White British	
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great friendly staff!	Lovely staff!		Male	Under 6	White British	
35	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely staff. Clean and friendly environment. Amazing playroom. Nurses very attentive and caring.	Everything. Staff and ward cannot be faulted. Thank you!	N/A.	Male	Under 6	White British	
36	Caroline Thorpe Ward	Yes	Not entered	Brilliant, efficient care.		Nothing.	Male	Under 6	White British	
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	You have been incredibly thorough and gone to great lengths to rule things out. We have been seen really quickly and everyone has been kind & helpful. Thank you.	We have been seen very quickly and my son was diagnosed within 2 hours.	Nothing.	Male	Under 6	White British	
38	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	You have been very good with us and without question you have seen us. [Name withheld] has HSP and you have looked after him well.	You accommodated us very well.	Nothing.	Male	6-8	White British	
39	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff here are so friendly and make you	The nurses were brilliant with me and		Male	Under 6	White British	

			Carer	feel at ease during your stay.	my son, they gave me lots of advice when needed and the new nebulisers were amazing.					
40	Caroline Thorpe Ward	Yes	Patient	Friendly, kind staff.	Everything.	Nothing.	Male	16-18	White British	
41	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The hospital staff (doctors & nurse) took a great care of my son. The kindness of the staff we dealt with is very nice. The service they provide is extraordinary. We personally like to thanks [names withheld] & the duty doctors.	The kindness & helping nature of the staff.	Nothing, I can think of everything was good.	Male		Asian / Asian British	
42	Caroline Thorpe Ward	Yes	Not entered	The nurses are great, even if I can't remember their name but [name withheld] is the best person to ever grace this ward.	I made it more exciting.	I'm amazing!!				
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Efficient & quick.	Quick.	Nothing.	Male	Under 6	White British	
44	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic support from all the staff made us feel we were in the best place to help our son get better.			Male	Under 6	White British	
45	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care. Very friendly staff.	Seems very quickly. Very caring.		Male	Under 6	Asian / Asian British	
46	Caroline	Yes	Parent/	Fantastic staff.	Very efficient and	Nothing. Absolutely brilliant.	Male	12-15	White	

	Thorpe Ward		Guardian/ Carer		friendly staff.				British	
47	Caroline Thorpe Ward	Yes	Patient	I had amazing surgery, doctors and nurses.	Everything.	No.	Female	9-11	Mixed / Multiple ethnic groups	
48	Caroline Thorpe Ward	Yes	Patient	Everyone is so lovely here. I will miss you. [Name withheld].	Comfy bed and brilliant staff.	Nothing.		6-8	White British	
49	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer		Staff were very friendly.	We waited 40 minutes to be collected from reuses. So, sooner would have saved a lot of stress for my son.	Male			
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff are incredibly caring & nice, especially [name withheld] - a children's nurse. Received the care & medicine straightaway, tried to make you feel at home.	They make sure they get the children the help they need really quickly. There's not a lot of waiting to see a Dr.		Male	Under 6	White British	
51	Caroline Thorpe Ward	Yes	Patient	[Name withheld] is amazing (they didn't make me say this).	No complaints.	Get the old menu back.	Male	16-18	White British	
52	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff very friendly and helpful. Well looked after. Great care given to my son & myself.	The care both myself and son got made my son better.	Nothing.	Female		White British	
53	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Was seen quick. Doctors are great with kids.	Everything.		Female		White British	
54	Caroline Thorpe Ward	Yes	Patient	The staff are lovely here, they will make you better. They are funny & happy!	I love the comfy bed & the book I was given when I first arrived and the	Nothing else could have been any better.	Female	6-8	White British	

					teddy! Thank you!					
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly and welcoming.	Getting to the bottom of the issue.	N/A.	Female	Under 6	White British	
56	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Doctors & nurses are very friendly, willing to help and make the stay as pleasant as possible. Nothing is too much trouble for them.	Facilities provided, play area, doctor's plan of action moving forward.	N/A.	Female	Under 6	White British	
57	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer		[Name withheld] welcomed [name withheld] in a warm and kind way and was very reassuring. Lovely staff, clean, bright ward & a calm atmosphere.		Female	9-11	White British	
58	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Well looked after. All staff was amazing.			Male	Under 6	White British	
59	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The doctors and nurses made my brothers feel better.			Male	Under 6	White British	
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	[Name withheld] made us feel very comfortable. All the staff here here wonderful.	The coffee room is generous and the bedding is always clean.	Nothing - you're all fantastic.	Female	Under 6	White British	
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff made my boy's stay as comfortable as possible. They are all fab.	The staff they are all amazing.		Male	Under 6	White British	
62	Caroline Thorpe Ward	Yes	Patient	Staff very helpful and friendly.			Male	9-11	White British	

63	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nurses are so lovely and helpful. Nothing too much trouble.	Nurses!!	Try and cut waiting times down for medication for discharge.	Male	Under 6	White British	
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff all very nice. Always put patients first even when their overworked.	Everything was good.		Male	Under 6	White British	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Always kind and courteous care given.	Made comfortable and felt looked after.		Male	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Not entered	Nurse was fab.	Fed me.	Nothing.	Female	9-11	White British	
67	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	Do not publish
68	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	HDU have such friendly staff that put both me and my son at ease. My son's nurse [name withheld] was fantastic. So friendly and great with him. [Name withheld] was also very helpful and friendly and remembered my son from past admissions.	The new silent nebuliser was brilliant, the old style neb kept disturbing him and making him very unsettled, resulting in drops in SATS. Would highly recommend the new nebs.		Male	Under 6	White British	
69	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Brilliant care, seen to very well and quickly. Excellent service.	Everyone was very helpful.	Nothing.	Male	6-8	White British	
70	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	6-8	White British	Do not publish
71	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff on Caroline Thorpe are all amazing, I couldn't ask for better care and support at	The friendly staff. Efficiency, caring and calm approach of them all [names	Nothing. I always feel that the ward is run superbly. Again, thank you everyone.	Female	Under 6	White British	

				such a difficult time. Thank you. x [Name withheld].	withheld].					
72	Caroline Thorpe Ward	Yes	Not entered	Felt well looked after.	[Name withheld] made us feel very looked after. Seen very quickly.	Nothing!!	Female	Under 6	White British	
73	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very thorough and kept us updated. All staff very good with my daughter, making her laugh.			Female	Under 6	White British	
74	Caroline Thorpe Ward	Yes	Not entered				Male	Under 6	White British	Do not publish
75	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing professionals who engaged well & made me feel confident in their quality towards caring with a person-centred approach.	The care for my son.		Male	6-8	White British	
76	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are amazing. Couldn't ask for better care for my little boy.	Being kept informed about every step of my boy's treatment.		Male	Under 6	White British	
77	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Brilliant care.	Everything.	Nothing.				
78	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care, friendly staff. Very clean!	Fantastic care.	Told my dad that the government were cutting your hours and paying doctors & nurses more money!	Female	6-8	White British	
79	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer		Staff. Beds. Playroom. All!	Can we get a script to take elsewhere? The drugs took ages!	Male	Under 6	White British	
80	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff were very professional, very clear	The attentiveness and friendliness of	Nothing! Thank you.	Female	Under 6	White British	

			Carer	and we were fully aware of the treatment plan for our baby. Staff are also very friendly, approachable and attentive. Thank you!	staff!					
81	Caroline Thorpe Ward	Yes	Patient	Everyone is very friendly and kind and helpful. Nothing is ever to much trouble.	Food, care, cleanliness, schoolroom, everyone!	Nothing!	Female	16-18	White British	
82	Caroline Thorpe Ward	Yes	Not entered	The staff are always helpful and happy even when rushed off their feet!	The relaxed atmosphere, being allowed home between treatment.		Female	12-15	White British	
83	Caroline Thorpe Ward	Yes	Patient	Friendly staff.	The staff were persistent.			16-18	White British	
84	Caroline Thorpe Ward	Yes	Patient	Supportive staff, relaxed environment.	Staff.	Nothing.	Male	16-18	White British	
85	Caroline Thorpe Ward	Yes	Patient	The nurses are kind.	The playroom is awesome!	Nothing.	Female	6-8	White British	
86	Caroline Thorpe Ward	Yes	Patient	All the nurses and doctors are lovely people.	Comfy bed. All the help you gave me. [Name withheld] is amazing & so funny!	Nothing.		6-8	White British	
87	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful & supportive. Quickly seen and supportive care given.	Friendly, helpful staff. Very quick care.		Female	Under 6	White British	
88	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff friendly and efficient, nothing too much trouble.	All my questions were answered and tea was made! I was kept updated.		Female	Under 6	White British	
89	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	You all have been so amazing. Thank you all so much for all your help and support!						

90	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Over various admissions [illegible] have been pleasant & thorough.	Knowledgeable staff, welcoming ward.	Better food offering for both patient & parents.	Female	Under 6	White British	
91	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really helpful, informative & caring staff all round. Lovely dayroom. Thank you for making the process so much easier by being thoughtful.	Everyone was positive about sorting the problem, which they did really quickly & with care. It made me feel much more at ease in a stressful situation.	Nothing.	Female	Under 6	White British	
92	Caroline Thorpe Ward	Yes	Patient	Staff are wonderful, very jolly and kind. They never force you to do anything.	Staff very friendly, nothing too much trouble.		Female	12-15	White British	
93	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The care my daughter receive was to a high standard and we actually got took seriously.	The care my daughter receive throughout the night as she needed oxygen.	Stop saying 'your next to be seen'. Instead say 'we will be with you as soon as we can', as we got told we was next, then 3hrs later still not seen.	Female	Under 6	White British	
94	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Made both of us feel comfortable, all the staff are lovely. Very helpful.	How staff were gentle and reassuring when doing procedures. Staff knowing how to communicate with children, making them feel at ease.	Nothing. Five day stay made as comfortable as possible.	Female	12-15	White British	
95	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because [name withheld] was very well looked after and checked over.			Male	6-8	White British	
96	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff were super-efficient, friendly and helpful. [Name	[Name withheld] was comfortable and well looked after. Thank	Absolutely nothing!	Male	Under 6	White British	

				withheld] has enjoyed his time here, apart from being poorly! Thank you all!	you to all staff!					
97	Caroline Thorpe Ward	Yes	Not entered	Friendly.	Welcoming staff.					
98	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are always exceptionally caring and make sure to keep you well informed about what's happening.	Nothing was too much trouble. Everything was explained in depth.		Female	Under 6	White British	
99	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff were very helpful and made [illegible] more relaxed about what was happening.				6-8	White British	
100	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Good care.	[Names withheld] were great.	None.	Female	Under 6	White British	
101	Caroline Thorpe Ward	Yes	Patient	Because the Dr done everything he could to help me in hospital & home & future putting me in contact with [illegible]. The nurse done good by helping me be comfortable.	Not sure - comfortable.	Nothing.	Male	12-15	White British	
102	Caroline Thorpe Ward	Yes	Patient	Everyone is so lovely on the ward, Drs, nurses, and cleaners etc. Owe so much to them. Always take time to talk to you & make sure you're okay and comfortable. Can have a good rant / talk about other services	Can be honest to staff about things. Informative about treatment / what is going on.		Female	16-18	White British	

				etc.						
103	Caroline Thorpe Ward	Yes	Patient	Excellent staff, very kind and attentive. Very lovely!	They made me very comfortable.	Nothing.	Female	16-18	White British	
104	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic hospital - so child-friendly! Thanks.						
105	Caroline Thorpe Ward	Maybe	Not entered				Female		White British	Do not publish
106	Caroline Thorpe Ward	Not entered	Patient	Because you might forget!	The bed is really cosy and there is a TV.	It could be a bit faster.	Female	6-8	White British	
1	Fortescue Ward	Extremely Likely		All staff helpful, happy, patient, understanding and tolerant. Nothing too much trouble.		No.		56-65	White British	
2	Fortescue Ward	Extremely Likely		My husband has had the best treatment. The staff here first class.		All very good.		Over 65		
3	Fortescue Ward	Extremely Likely		Couldn't of asked for a better group of girls looking after me.		Just how long I had to wait to go home.	Male	Over 65	White British	
4	Fortescue Ward	Extremely Likely		Staff always helpful - nothing too much trouble. Always kind. I felt dad was in very safe hands. Well done!		More of the same!	Male			
5	Fortescue Ward	Extremely Likely		Nothing too much trouble, caring and attentive.				Over 65	White British	
6	Fortescue Ward	Extremely Likely		In all the wards I've been in the treatment has been brilliant. The staff work so hard and are brilliant.		You all do the very best you can!!	Female	Over 65	White British	
7	Fortescue	Extremely		Will write at length				Over	White	

	Ward	Likely		from home.				65	British	
8	Fortescue Ward	Extremely Likely		Very well looked after.			Female	over 65	White British	
9	Fortescue Ward	Extremely Likely		The staff have been really good.			Female	over 65	White British	
10	Fortescue Ward	Extremely Likely		The staff have been kind			Male	over 65	White British	
11	Fortescue Ward	Extremely Likely		The staff have been kind.			Male	over 65	White British	
12	Fortescue Ward	Extremely Likely		The nurses are fine, very supportive.		Yes. I do not like doctors talking to me by the bed. I would rather be in a quiet room.	Male	56-65	White British	
13	Fortescue Ward	Extremely Likely		Looked after very well indeed by all of the staff. They are very caring and very kind to me.		Not really. I had hip replacements 10 years ago and a hernia operation as well. This time, as before, I have always had good care.	Male	over 65	White British	
14	Fortescue Ward	Extremely Likely		Absolutely brilliant. My father is being treated extremely well. The ward is always spotlessly clean - the Sodexo staff do a great job.		Looking after me very well in every way. The nursing staff are spot on. The food is excellent. All doing a good job.	Male	over 65	White British	
15	Fortescue Ward	Extremely Likely		First class care. The nursing staff are brilliant. Spotlessly clean. The food must be good as my husband eats it all.		My only concern has been the communication between shifts regarding injection and tablets. It has been reported, so hopefully this will be sorted out. Other than that, all is good.	Male	over 65	White British	
16	Fortescue Ward	Extremely Likely		Looked after by busy staff.			Male	over 65	White British	
17	Fortescue Ward	Extremely Likely		Very kind nurses and staff.			Male	over 65	White British	

18	Fortescue Ward	Extremely Likely		Moved from a couple of wards but settled down on here and the nurses are very kind and friendly.		Not really.	Female	over 65	White British	
19	Fortescue Ward	Extremely Likely		The nursing staff are wonderful. I cannot speak highly enough of them.		Not really. The food is good. The nurses are great. The place is always clean.	Male	over 65	White British	
20	Fortescue Ward	Extremely Likely		The staff have been very nice. I have been well looked after.			Female	over 65	White British	
21	Fortescue Ward	Extremely Likely		Because of the staff's attitude towards the maturer patient.			Female	over 65	White British	
22	Fortescue Ward	Extremely Likely		Very pleasant staff.			Female	over 65	White British	
23	Fortescue Ward	Likely		I was very happy with staff and treatment I was getting. The nurses and doctors were brilliant. Thank you all for everything. [Name withheld].			Male	Over 65	White British	
24	Fortescue Ward	Likely					Female	Over 65	White British	Do not publish
25	Fortescue Ward	Likely		Very good staff.			Male	over 65	White British	
26	Fortescue Ward	Extremely Unlikely		Been messed about all the time he's been in here. Caused a lot of distress - pleading to come home. Can't get any proper answers.		Better communication. (Signed on behalf of my husband)	Male			
1	Glossop Ward	Extremely Likely		The care given by all the different factions of caring on Glossop			Female		White British	

				Ward is absolutely amazing and always carried out with a smile. You are all so underrated. Thank you all so much on behalf of my family.						
2	Glossop Ward	Extremely Likely		Well looked after and told what's happening.			Female	Over 65	White British	
3	Glossop Ward	Extremely Likely		Kind & professional staff, easy to get on with.			Male	56-65	White British	
4	Glossop Ward	Extremely Likely		I plan to phone the hospital from home. I have a lot to say & a suggestion that might save the NHS.					Other ethnic group	
5	Glossop Ward	Extremely Likely		You have been great.			Male	Over 65	White British	
6	Glossop Ward	Extremely Likely		Staff are great.			Female	36-45	White British	
7	Glossop Ward	Extremely Likely		Nurses are lovely - nothing is ever too much trouble.		No.	Female			
8	Glossop Ward	Extremely Likely		I found all the staff on Glossop very helpful and polite and answered all my questions if possible.		No. I think they have done all that is possible, seeing they are very busy.	Male	Over 65	White British	
9	Glossop Ward	Extremely Likely		Staff are attentive, pleasant & empathetic to our mother's problem, pain issues & comfort. They are immediately in attendance when needed, without any		Less noise from medical equipment.	Male	56-65	White British	

				complaint. Always with a smile!						
10	Glossop Ward	Extremely Likely		Attention marvellous. You all work so hard & thank you so much.		Not really. You all work so hard & cannot work harder.	Female	Over 65	White British	
11	Glossop Ward	Extremely Likely		Well look after. Nothing is not to much trouble. Meals very good. Highly recommend to friends & family. They all work so hard day & night. I have not seen so busy nurses before as this was first stay. Thank all of very much for my four days. See you all soon. Thank you all.		Can't think you need improve the service. There not is nothing you can improve. Go on the same.	Male	Over 65	White British	
12	Glossop Ward	Extremely Likely		Medical attention good although a long wait at A&E. Nurses & staff excellent. Thank you.		Considering resources you have, you all do an amazing job!	Female	Over 65	White British	
13	Glossop Ward	Extremely Likely					Female	26-35	White British	Do not publish
14	Glossop Ward	Extremely Likely		All the staff have been nice and friendly.			Female	over 65	White British	
15	Glossop Ward	Extremely Likely		Well looked after.			Female	over 65	White British	
16	Glossop Ward	Extremely Likely		The staff are understanding and passionate about their work.			Female	46-55	White British	
17	Glossop Ward	Extremely Likely		The care and treatment has been good.		The ward is understaffed nursing-wise.	Male	56-65	White British	
18	Glossop Ward	Extremely Likely		The staff are friendly and caring.			Male	56-65	White British	

19	Glossop Ward	Extremely Likely		Very conscientious staff, very helpful			Male	over 65	White British	
20	Glossop Ward	Extremely Likely		Very friendly and helpful staff.			Male	over 65	White British	
21	Glossop Ward	Extremely Likely		Everyone is so pleasant. Although busy, still attentive.		More cleaning staff, because lack of time to get around the whole ward. Rubbish needed removing.	Female	over 65	White British	
22	Glossop Ward	Extremely Likely		The nurse comes when required. It is always very busy. I am looked after well.		None.	Male	over 65	White British	
23	Glossop Ward	Extremely Likely		Really nice, helpful and obliging. Nothing is too much trouble for them - that's all staff.		No. Perfect.	Female	over 65	White British	
24	Glossop Ward	Extremely Likely		They have sorted my major illness. The staff couldn't have done much more for me.		Not really. They are doing their best.	Male	over 65	White British	
25	Glossop Ward	Extremely Likely		Very well looked after by all the staff.			Female	over 65	White British	
26	Glossop Ward	Extremely Likely		The staff here are wonderful.			Male	56-65	White British	
27	Glossop Ward	Extremely Likely		Been well looked after by dedicated staff.			Male	over 65	White British	
28	Glossop Ward	Extremely Likely		Very good service from dedicated staff.			Male	over 65	White British	
29	Glossop Ward	Extremely Likely		Well looked after by a good medical team.			Female	over 65	White British	
30	Glossop Ward	Extremely Likely		The help and friendly service I have received has been excellent.			Female	over 65	White British	
31	Glossop Ward	Likely		Staff - Dr's, dieticians, HCAs, non-clinical, RNs, all create a lovely relaxed atmosphere on		Feel protected mealtimes need to be adhered to.	Male	56-65	White British	

				the ward.						
32	Glossop Ward	Likely		I have spent some time in the ward. Nurses are very obliging and kind.		Food could be a little hotter. Why do you make us wait for discharge letter and tablets - not a hard task.	Female	Over 65	White British	
33	Glossop Ward	Likely		The first two nights when I was very ill I stayed in an isolation room. The nursing was not so good as that I received when I was transferred to a 6-bedded bay. I had to ask three times to get my medication. This happened every time. When I needed help going to the toilet there was no help offered by staff and there was a lack of physical support in the room and toilet.		Support handles in toilet and showers. Ease of getting loo paper - the circular dispensers are awkward for ill patients, particularly with poor dexterity. To teach staff to put on a blood pressure cuff correctly.	Female	over 65	White British	
34	Glossop Ward	Neither Likely nor Unlikely		The ward is run in a very organised manner. Unfortunately, due to the nature of the hospital, there is very little time for personal input.			Female	46-55	Other ethnic group	
35	Glossop Ward	Neither Likely nor Unlikely		Well looked after.		More nursing staff are required.	Male	over 65	White British	
36	Glossop Ward	Unlikely		The ward is very busy.		The service is good - no complaints.	Female	over 65	White British	

37	Glossop Ward	Not entered		Well looked after. Good food and company.			Female	Over 65		
1	Intensive Care Unit	Extremely Likely		10 out of 10. The quality, kindness and professionalism of the staff is unsurpassed.		No. However. I would like to say thank you to the staff for the way in which they responded to my daughter's telephone calls when she was checking on my progress. Apparently, very polite, courteous, welcoming and showing very good communication skills. Basically, all the HDU staff are doing a first class job.	Female	56-65	White British	
1	King George V Ward	Extremely Likely					Female	Over 65	White British	
2	King George V Ward	Extremely Likely		Very helpful and kind.		No.	Male	46-55		
3	King George V Ward	Extremely Likely		Been well treated by all the staff.			Male	over 65	White British	
4	King George V Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
5	King George V Ward	Extremely Likely		All the staff are friendly and helpful.			Male	46-55	White British	
6	King George V Ward	Extremely Likely		All the staff are very attentive and caring.			Male	over 65	Other ethnic group	
7	King George V Ward	Extremely Likely		The efficiency is excellent and the staff are really friendly.		No - it's exceptional.	Female	46-55	White British	
8	King George V Ward	Extremely Likely		The staff are nice and friendly.			Female	16-25	White British	
9	King George V Ward	Extremely Likely		Everyone has been friendly.			Female	over 65	White British	
10	King George V Ward	Extremely Likely		Very efficiently run.			Female	36-45	White British	

11	King George V Ward	Extremely Likely		The staff are very attentive, as quick as they can be to answer your needs. So, yes, all good. Very clean, The food, in my opinion, is very bland and could be hotter.		Not really. A very good hospital doing what they can within their budget, I guess. Once through triage and paperwork in A&E, I was soon on MAU and very quickly up to KGV.	Female	56-65	White British	
12	King George V Ward	Extremely Likely		Lovely care from the staff. Always there when needed. The ward is spotlessly clean. The food is more than acceptable.		My care on the ward has been excellent. I did have an issue when asked to walk from KGV to Petter. On the way, I almost collapsed in the hallway. The doctor who was taking me had one heck of a surprise - hopefully learnt his lesson and will in future take patients in a wheelchair. The team, though, made up for that by treating me very well, offering one-to-one consulting in a side room, without me even requesting it.	Female	36-45	White British	
13	King George V Ward	Extremely Likely		Amazing, caring and kind staff. The nursing is of the highest standard. Two nurses in particular have been really kind and helpful.		No way. Always care of the highest order. The Sodexo team, as well - always a smile.	Female	over 65	White British	
14	King George V Ward	Extremely Likely		The nurses are just marvellous. I am only just old enough for an adult ward - same sort of ward really but much quieter.		No. Everything is fine, thank you.	Female	16-25	White British	

15	King George V Ward	Extremely Likely		I just cannot believe these fabulous, hardworking people. They just never stop, yet always have time for a kind word and a lovely smile. There is nothing that is too much trouble for any of them. In saying any of them, I do include the cleaning and catering staff from Sodexo, the porters - just everyone. You are all a credit to yourselves and our hospital.		Although I personally give the hospital 10 out of 10, I am sure the staff or management will always find some way to improve things - more help on the ward for the staff maybe?	Female	Prefer not to say	White British	
16	King George V Ward	Extremely Likely		Although under pressure, always there when you want them.		Find more staff. Is the shortage due to the high standard of qualifications required?	Female	over 65	White British	
17	King George V Ward	Extremely Likely		The kindness and quality of the staff. Nothing is too much trouble. The cleaning staff are variable.		Make sure that the hospital remains open. More staff.	Female	over 65	White British	
18	King George V Ward	Extremely Likely		Very peaceful.		Satisfied the way it is.	Male	over 65	White British	
19	King George V Ward	Extremely Likely		A friendly and well-managed ward.		Satisfied as it is.	Male	over 65	White British	
20	King George V Ward	Extremely Likely		Teamwork, friendliness and professionalism.		Happy as it is.	Male	46-55	White British	
21	King George V Ward	Extremely Likely		Wonderful nursing.		Very happy as it is.	Female	over 65	White British	
22	King George V Ward	Extremely Likely		The staff are all so helpful and friendly.			Female	over 65	White British	

23	King George V Ward	Extremely Likely		Very peaceful.		Everything is very good as it is.	Female	over 65	White British	
24	King George V Ward	Extremely Likely		Friendly. Nothing is ever too much trouble for the nurses.		They do a good job with the resources they have.	Male	56-65	White British	
25	King George V Ward	Extremely Likely		The service is as good as it can be considering the resources. The nurses are doing an excellent job while working long hours, especially on night duty.		None.	Male	56-65	White British	
26	King George V Ward	Extremely Likely		All staff are so obliging and helpful.		More financing!!	Male	over 65	White British	
27	King George V Ward	Extremely Likely		They are always thorough, thoughtful, kind and helpful.		Coat hooks. Somewhere to hang dressing gown etc. in the side room.	Female	over 65	White British	
28	King George V Ward	Extremely Likely		The care received has been good.			Male	over 65	White British	
29	King George V Ward	Extremely Likely		The staff have been outstanding. The staff nurse went beyond the call of duty to calm down a patient who was being aggressive and abusive.		Perhaps when blood is required on a regular basis, why can't they use the same location on the hand?	Male	56-65	White British	
30	King George V Ward	Extremely Likely		Excellent treatment all round, from the ambulance staff to ward staff.			Male	56-65	White British	
31	King George V Ward	Extremely Likely		Excellent staff.			Female	over 65	White British	
32	King George V Ward	Neither Likely nor Unlikely		No comment.		The food is bland and tasteless.	Male	over 65	White British	

33	King George V Ward	Not entered		My dad has been in & out of hospital all week. With bleeding cut after an eye op. He had to stay 2 nights, on Thursday & Friday. On Thursday he was in King George V & I was shocked when I saw him on Friday morning covered in blood from the day before. They didn't even clean him up, really bad, not happy at all - you wouldn't treat a dog like that!		Just try!! to treat people a little bit better than that. He is elderly & deserves some respect.	Male	Over 65	White British	
1	Lundy Ward	Extremely Likely		Treatment, staff and food have been very good.			Male	Over 65	White British	
2	Lundy Ward	Extremely Likely		The friendly, caring staff are a joy to spend time with.			Male	Over 65	White British	
3	Lundy Ward	Extremely Likely		Unexpected admittance to hospital but made to feel very settled. Thank you.			Male	Over 65	White British	
4	Lundy Ward	Extremely Likely		Staff brilliant. Hospitality & treatment good.			Male	46-55	White British	
5	Lundy Ward	Extremely Likely		Everyone very pleasant and caring. Nothing was too much trouble.		A better system of transferring one's possessions to the ward. My denture, dressing gown & slippers are still missing.	Male	Over 65	White British	
6	Lundy Ward	Extremely Likely		Exceptional services in all depts - kind,			Female	Over 65	White British	

				pleasant staff in all levels. I will be back!! Please remember diabetics.						
7	Lundy Ward	Extremely Likely		Very welcoming staff on arrival. Nothing too much trouble. Food very good and hot.			Male	Over 65	White British	
8	Lundy Ward	Extremely Likely		Treatment has been professional and the care staff superb at looking after you. No complaints!		Not really - a well-run ward. Treatment may be tedious at times, but that's why you are here.	Male	Over 65	White British	
9	Lundy Ward	Extremely Likely		Would very highly recommend you, everybody was so kind.			Male	Over 65	White British	
10	Lundy Ward	Extremely Likely					Male	56-65	White British	
11	Lundy Ward	Extremely Likely					Male	Over 65	White British	
12	Lundy Ward	Extremely Likely		Helpful, friendly and caring staff.			Male	Over 65	White British	
13	Lundy Ward	Extremely Likely		Very caring, attentive and kind!!			Male	Over 65	White British	
14	Lundy Ward	Extremely Likely		Excellent care.				46-55	White British	
15	Lundy Ward	Extremely Likely		I was meant to give feedback back in September when I had a broken pelvis. [Name withheld] was amazing. We are now back with my partner [name withheld]. He has received the best care possible from the fantastic Lundy Ward		No.	Female	36-45	White British	

				team. Caring, empathetic, professional and so hardworking. Nothing is too much trouble.					
16	Lundy Ward	Extremely Likely		Even when busy, the patient remains at the centre of activity. No request is too small or to trivial. One is made to feel as though the staff are actually concerned, and this applies to all day/night male/female nurses. They're all worth their weight in gold!		If it were practical less 'rigid' meal times would help eating and drinking and a more varied menu.	Male	Over 65	White British
17	Lundy Ward	Extremely Likely		First class - all - thanks - night & day.			Male	Over 65	White British
18	Lundy Ward	Extremely Likely		As Bideford resident, has always over last 18yrs had wonderful treatment at NDDH. My care last 30hrs: Petter Ward, Surgical Unit & finally here in Lundy Ward. Care & cleanliness has been of highest, friendliest quality (!) for which I thank you all very much.					
19	Lundy Ward	Extremely Likely		All staff very helpful and attentive.			Female	36-45	White British
20	Lundy Ward	Extremely Likely		My first time in hospital. Everyone is so kind & helpful			Female	Over 65	White British

				whatever time of day or night & it is so friendly, & not to be frightened - they put you at ease & explain everything to you.						
21	Lundy Ward	Extremely Likely		I found the staff kind and caring even though at times the ward was so busy. Pleasant rooms, very clean and the meals acceptable for the amount they cater for. Doctors, nurses, HCA, admin - all staff all excellent. Thank you so much!!!			Female	Over 65	White British	
22	Lundy Ward	Extremely Likely					Male	56-65	White British	
23	Lundy Ward	Extremely Likely		Warm, friendly staff. Very professional. It makes a big difference when you are unwell to have staff smiling and [illegible] making you feel looked after.		None - cannot fault my experience in Lundy Ward.	Male	Over 65	White British	
24	Lundy Ward	Extremely Likely		Looking after us all very well considering surely that the ward is under so much pressure re: staffing.		I have nothing but praise for the staff, including Sodexo. So, nothing apart from more staff.	Female	over 65	White British	
25	Lundy Ward	Extremely Likely		My care has been of the highest standard. Nurses very much racing around - they never stop. Cleaning		Medically, as I have previously stated, all is fine. Clean and the food also more than acceptable. One thing - it can be noisy	Male	56-65	White British	

				staff also very polite and a friendly word.		around the nursing station but I can close my door. A&E to MAU was a long old nine hour wait and then one hour later moved to Lundy.				
26	Lundy Ward	Extremely Likely		First class - like a hotel with nursing staff that just cannot do enough for you.		No, not at all. Everything is excellent at all times.	Female	over 65	White British	
27	Lundy Ward	Extremely Likely		Absolutely top drawer. The whole team are fabulous - all very professional at all times.		Not at all - doing an awesome job to the best of their ability.	Male	over 65	White British	
28	Lundy Ward	Extremely Likely		Fine. Everyone does their level best in looking after your needs.		I think everything seems fine. Very busy staff - they never seem to stop.	Male	56-65	White British	
29	Lundy Ward	Extremely Likely		The staff are just incredible - absolutely nothing is too much trouble for anyone. The student nurses on this ward are kind, attentive and very professional in their approach to patients. With students like this with the way they are working and learning a very important job, I can see the future of the NHS to be in good hands.			Female	56-65	White British	
30	Lundy Ward	Extremely Likely		Well looked after by all.		More money needed.	Male	46-55	White British	
31	Lundy Ward	Extremely		Been well looked after			Male	over 65	White	

		Likely		by all.					British	
32	Lundy Ward	Extremely Likely		Well looked after by excellent staff.			Male	56-65	White British	
33	Lundy Ward	Extremely Likely		Because the staff are very caring, helpful and considerate with one exception being a night-time agency nurse, who only did what she wanted to do and no more.			Male	over 65	White British	
34	Lundy Ward	Extremely Likely		Well looked after by all concerned.			Female	over 65	White British	
35	Lundy Ward	Extremely Likely		Well looked after.		Confused by different coloured uniforms and who is who.	Male	56-65	White British	
36	Lundy Ward	Extremely Likely		The staff are so helpful.			Male	over 65	White British	
37	Lundy Ward	Extremely Likely		The staff have been excellent.			Male	over 65	White British	
38	Lundy Ward	Likely		My main impression is of efficiency - yet noisy. Staff courteous & very friendly.				Over 65	White British	
39	Lundy Ward	Likely		Staff were very kind, compassionate & caring. The only minor downside is the loud noise & exchange when shifts were changing over.		Just maybe reiterate to staff that some patients on ward could be rather poorly & to calm their exuberance a little.	Female	Over 65	White British	
40	Lundy Ward	Likely		Staff pleasant.		More equipment needed to help staff.	Male	Over 65	White British	
41	Lundy Ward	Likely		The hospital staff treated me with respect and cared for		No.	Male	Over 65	White British	

				me very well.						
42	Lundy Ward	Likely		Everyone was very good.			Male	Over 65	White British	
43	Lundy Ward	Likely		Staff very friendly & helpful.			Male	46-55	White British	
44	Lundy Ward	Likely					Male	Over 65	White British	
45	Lundy Ward	Not entered		Many thanks for the care & help that was shown towards me during my stay in Lundy Ward. Kind regards, [name withheld].						
46	Lundy Ward	Not entered		Mastectomy. Had wonderful care.		No - had wonderful care.	Female		White British	
1	Staples Ward (Stroke Unit)	Extremely Likely		Very caring and understanding.			Female	over 65	White British	
2	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very caring and understanding.			Male	56-65	White British	
3	Staples Ward (Stroke Unit)	Extremely Likely		Kind and considerate staff.			Male	over 65	White British	
4	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very good.			Male	over 65	White British	
5	Staples Ward (Stroke Unit)	Extremely Likely		The nurses are all very good.		Happy the way it is. The service is very good.	Male	over 65	White British	
6	Staples Ward (Stroke Unit)	Extremely Likely		The staff are efficient and very friendly.		No. Very good as it is. All the staff are so good.	Male	46-55	White British	
7	Staples Ward (Stroke Unit)	Extremely Likely		The nursing staff are lovely.		Change my doctor!	Female	46-55	White British	
8	Staples Ward (Stroke Unit)	Extremely Likely		Nice and friendly nurses. Very good.		The doctors need to make prescriptions more clear. The writing was confusing.	Female	36-45	White British	
9	Staples Ward (Stroke Unit)	Extremely Likely		A good atmosphere. The nurses work very		No - very good as it is.	Female	over 65	White British	

				hard.						
10	Staples Ward (Stroke Unit)	Extremely Likely		The staff are so good.		Waiting in A&E was frustrating.	Female	over 65	White British	
11	Staples Ward (Stroke Unit)	Extremely Likely		Clean and friendly.		Happy as it is.	Female	over 65	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		Friendliness and the food is very good.		Everything is very good as it is.	Male	over 65	White British	
13	Staples Ward (Stroke Unit)	Extremely Likely		The nursing has been excellent. The ward is friendly and homely. Could not be better.		Everything is very good but the TV is far too expensive.	Male	over 65	White British	
14	Staples Ward (Stroke Unit)	Likely		The staff are all very helpful.		Very good as it is.	Male	over 65	White British	
15	Staples Ward (Stroke Unit)	Likely		The day staff are much better than the night staff. The ward is very clean.		The food is not good for a coeliac.	Female	over 65	White British	
1	Tarka Ward	Extremely Likely		Surgeon, staff have been wonderful. Thank you so much from [name withheld].						
2	Tarka Ward	Extremely Likely		Well looked after, everyone was very polite.			Female	Over 65	White British	
3	Tarka Ward	Extremely Likely					Male	46-55	White British	
4	Tarka Ward	Extremely Likely		Nice and friendly staff - very approachable.			Female	16-25	White British	
5	Tarka Ward	Extremely Likely		The care I have received has been brilliant.			Female	56-65	White British	
6	Tarka Ward	Extremely Likely		All the staff have been very kind and understanding.			Female	over 65	White British	
7	Tarka Ward	Extremely Likely		Very caring and understanding staff.			Female	over 65	White British	

8	Tarka Ward	Extremely Likely		Friendly and helpful staff.			Male	over 65	White British	
9	Tarka Ward	Extremely Likely		Very attentive and caring staff.			Male	over 65	White British	
10	Tarka Ward	Extremely Likely		It is just the fact that everyone is so lovely, from the catering and cleaning staff right up to the consultants. Amazing. The ladies that take the blood are just wonderful - always a kind word and a smile.		I would think very difficult to do that as I find everything, including the food and cleanliness, to be of a very high standard.	Female	over 65	White British	
11	Tarka Ward	Extremely Likely		The nursing staff, well everyone really, are just so lovely. As a family, we feel the way we ask questions and the way they are answered is very good. It makes a change for people to listen.		Nothing that I can think of or am aware of. The staff are a great team.	Female	over 65	White British	
12	Tarka Ward	Extremely Likely		A really good team, always popping in to make sure I am ok. Nothing seems to faze them. They are very professional.		I really do not think so. The place is so clean you could eat from the floor. I have not had much food yet but what I have had has been very good.	Female	over 65	White British	
13	Tarka Ward	Extremely Likely		10 out of 10. Could not be better.		I am going to say truthfully say that it would be impossible to provide for me any better care, kindness and respect. A huge thank you. So well looked after.	Female	over 65	White British	
14	Tarka Ward	Extremely		Medically, everything		Yes. In my opinion, the	Female	over 65	White	

		Likely		has been absolutely wonderful. The care, the kindness just could not have been better.		discharge process could/should be thought through on a daily basis. I am told by a doctor or staff nurse that I shall more than likely be discharged. Once the word gets around re: discharge, obviously the team kicks in. I may be in the bathroom, come out, and the nurses tell me my bed is to be stripped ready for me to go. I sit around in my chair for a long time in discomfort and not being able to lie and rest on the bed. I then may be told that I am not going to be discharged today. So it would work better for all patients, if the personnel/staff would communicate better as I am just sat here in limbo. I am now awaiting results from a blood test, due back this afternoon which will then let the doctor decide if I stay or go. In the meantime, I do not have a made-up bed to lie down on for my rest. So, please, I just ask that the bed/room be left as it is until after the doctors have made a decision.			British	
15	Tarka Ward	Extremely Likely		Everyone is pleasant. I am being well looked			Female	over 65	White British	

				after. The ward is clean.					
16	Tarka Ward	Extremely Likely		A friendly and clean ward. Very dedicated staff.			Female	over 65	White British
17	Tarka Ward	Extremely Likely		The care is excellent. Hardworking staff.			Female	over 65	White British
18	Tarka Ward	Extremely Likely		The treatment has been excellent.			Female	over 65	White British
19	Tarka Ward	Extremely Likely		The practitioners and nurses are so courteous and attentive.			Female	over 65	White British
20	Tarka Ward	Extremely Likely		Very well looked after by all the dedicated staff.			Female	over 65	White British
21	Tarka Ward	Extremely Likely		Well looked after by all.		The television is too expensive.	Male	56-65	White British
22	Tarka Ward	Extremely Likely		Such friendly staff.		Everything is fine. Physiotherapists are excellent and have a good attitude.	Female	over 65	White British
23	Tarka Ward	Extremely Likely		Caring staff. Very good.		Communication prior to admission was poor. I did not receive any letter about the date of the operation. Found it difficult to contact admissions on the phone.	Female	over 65	White British
24	Tarka Ward	Extremely Likely		Very attentive. Quick response when I ring the bell.		Good so far.	Male	over 65	White British
25	Tarka Ward	Likely		Kept well informed.		Everyone has been good and helpful. A good service.	Male	over 65	White British
26	Tarka Ward	Neither Likely nor Unlikely					Female	56-65	White British

1	Victoria Ward	Extremely Likely					Male	Over 65	White British	
2	Victoria Ward	Extremely Likely		Warm, friendly, caring staff. Good, clean ward. Nice atmosphere. Many thanks.			Male	Over 65	White British	
3	Victoria Ward	Extremely Likely		Being well treated.		No. Clinical awesome / nursing and [illegible] services brilliant.	Male	56-65	White British	
4	Victoria Ward	Extremely Likely		So kind. Nothing so much trouble. Felt very safe here.		No.	Female	56-65	White British	
5	Victoria Ward	Extremely Likely		The staff were really nice and friendly.			Female	36-45	White British	
6	Victoria Ward	Extremely Likely		Overall standards of cleanliness & professionalism were very good and certainly not below good (mostly good) very good. All staff working the bay, friendly, helpful & informative, from doctors through to support staff. Reception staff helpful.		Although cleanliness was to a very good standard overall, toilets could be better maintained (incontinent patient). No contact from manager at all! Total hand off approach?	Male	56-65	White British	
7	Victoria Ward	Extremely Likely		Nothing was too much trouble from every member of the ward team, thank you. x		Bring back dayrooms!	Female	56-65	White British	
8	Victoria Ward	Extremely Likely		A well-managed ward and all the staff are very efficient.		Superb as it is.	Male	over 65	White British	
9	Victoria Ward	Extremely Likely		All so kind, attentive and helpful.		Something to sit on in the shower room.	Male	over 65	White British	

10	Victoria Ward	Extremely Likely		All the staff are so kind and helpful.		Satisfied as it is.	Male	over 65	White British	
11	Victoria Ward	Extremely Likely		Professionalism and efficiency.		Very satisfied the way it is.	Female	over 65	White British	
12	Victoria Ward	Extremely Likely		Very attentive and helpful.		Satisfied as it is.	Female	over 65	White British	
13	Victoria Ward	Extremely Likely		Efficiently-run.		Very frustrating to wait, not knowing when you are to have the operation.	Male	56-65	White British	
14	Victoria Ward	Extremely Likely		Everyone is so friendly and pleasant.		No, but very frustrated waiting for heart treatment.	Male	over 65	White British	
15	Victoria Ward	Extremely Likely		The care and attention is first class.		No complaints. It's very good as it is.	Male	over 65	White British	
16	Victoria Ward	Extremely Likely		Could not feel more secure anywhere.		More funding for more staff.	Male	56-65	White British	
17	Victoria Ward	Extremely Likely		The staff are very friendly and caring. It is also a very quiet ward.		Very happy with it as it is.	Female	over 65	White British	
18	Victoria Ward	Extremely Likely		The staff are always available when needed.		Such a vast concern which is run as well as possible.	Female	over 65	White British	
19	Victoria Ward	Extremely Likely		So pleasant, helpful and attentive.		More staff needed.	Female	over 65	White British	
20	Victoria Ward	Extremely Likely		The care and clinical treatment by the staff is superb.			Male	over 65	White British	
21	Victoria Ward	Extremely Likely		I have had excellent service.			Male	over 65	White British	
22	Victoria Ward	Extremely Likely		So far, excellent service.			Male	over 65	White British	
23	Victoria Ward	Extremely Likely		Attentive care from all the staff.			Male	over 65	White British	
24	Victoria Ward	Extremely Likely		I have been well treated by all the staff.			Female	56-65	White British	
25	Victoria Ward	Extremely Likely		I have been very well looked after by all the			Female	over 65	White British	

				staff.						
26	Victoria Ward	Extremely Likely		Very well looked after by all the staff.			Female	over 65	White British	
27	Victoria Ward	Extremely Likely		The staff are a very good at their job.		Too many top management and not enough frontline staff.	Male	56-65	White British	
28	Victoria Ward	Extremely Likely		The day-to-day staff are brilliant.			Male	over 65	White British	
29	Victoria Ward	Extremely Likely		Very well looked after.			Male	over 65	White British	
30	Victoria Ward	Likely		The staff have been excellent but poor communications have influenced the standard of care.		Communication needs improving - doctor to patient.	Male	over 65	White British	
31	Victoria Ward	Likely		The nurses are very good but forgetful at times e.g. waiting for 3/4 of an hour for mouthwash to be removed.		By and large, very good as it is.	Male	over 65	White British	