

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Mar-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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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		Care and attention has been superb, can't fault it. All staff extremely caring and looking after mum very thoroughly.		None, as excellent care given.	Female			
2	ASU Orthopaedics	Extremely Likely		My only contact with a senior nurse was with [name withheld]. She & her staff could not do enough for [name withheld] & the other patients under her care. On a couple of occasions when I had a query [name withheld] afforded me as much		Service 100%. Change nothing. Like all departments, they could do with extra staff. They are run ragged.	Female	Over 65	White British	

				time as I needed & after I had gone home found the time to sit with [name withheld] & talk through her fears. On my daily visits to [name withheld] I am always greeted with a smile & a cheerful word. [Name withheld] certainly leads her team by example. It is staff like this that should be awarded the OBE. They certainly go the extra mile.						
3	ASU Orthopaedics	Extremely Likely		Well looked after by the staff.			Female	over 65	White British	
4	ASU Orthopaedics	Extremely Likely		Good care, always doing their best in looking after you.		No. Well, none that I can think of anyway. All is very good, thank you. Arrived by ambulance, not long in A&E, and then across to the ward in no time.	Female	over 65	White British	
5	ASU Orthopaedics	Extremely Likely		Whatever I ask of the staff, they respond as quickly as possible. All of the staff are doing an amazing job of work. Spotlessly clean ward. Plus, the food is more than acceptable. The Sodexo staff are so kind, always a kind word and a smile.		No. I have been treated very well and honestly cannot think of anything, only to say thank you. Two lovely ambulance ladies brought me to the hospital, Doctors so kind in A&E and within two hours of ringing for the ambulance I was on this ward.	Female	over 65	White British	
6	ASU	Extremely		I feel very safe in here.		Showing to me as much	Female	26-35	White	

	Orthopaedics	Likely		It is so good to be looked after like this. I have not felt the need to self-harm since being admitted.		understanding as they possibly can. As a person that cannot read and write, I do need more time to think of things to say. I have noticed, in my opinion, understaffed. Maybe get a few volunteers on the ward to help the paid staff e.g. go to the shop, even read to those that cannot.			British	
7	ASU Orthopaedics	Extremely Likely		Speaking on behalf of my mother who has dementia, I think these staff are truly wonderful. Mum is in need of more care than most but all seems good. The room is spotlessly clean. Not eating much at the moment, but the food has been good.		No. All the care and treatment has been very good indeed.	Female	over 65	White British	
8	ASU Orthopaedics	Extremely Likely		Everyone has been kind, chatty and understanding.			Male	36-45	White British	
9	ASU Orthopaedics	Extremely Likely		The staff here are hardworking and dedicated.			Female	over 65	White British	
10	ASU Orthopaedics	Extremely Likely		This hospital sets the standard that all hospitals should copy. The staff set a very high standard. Very dedicated and professional people.		No, nothing. As I said earlier, delighted with my care, thank you.	Male	over 65	White British	
11	ASU	Extremely		Hardworking staff.		Feel the need to be more	Female	56-65	White	

	Orthopaedics	Likely				informed about the progress of my treatment.			British	
12	ASU Orthopaedics	Extremely Likely		The service I have received has been second to none.		More medical staff needed, nurses and doctors.	Male	over 65	White British	
13	ASU Orthopaedics	Extremely Likely		Friendly, experienced staff.			Male	46-55	White British	
14	ASU Orthopaedics	Extremely Likely		The staff in this ward have been excellent.			Male	over 65	White British	
15	ASU Orthopaedics	Likely		The staff have been excellent but there is a delay in receiving results regarding my broken femur.		The TV is too expensive.	Female	46-55	White British	
1	Capener Ward	Extremely Likely		The care is excellent.		Satisfied as it is.	Male	over 65	White British	
2	Capener Ward	Extremely Likely		The staff are all good and kind.		Ok as it is.	Male	over 65	White British	
3	Capener Ward	Extremely Likely		Clean ward. Kind and efficient staff.		Communication is poor. I don't know why I am here.	Female	over 65	White British	
4	Capener Ward	Extremely Likely		A clean and very friendly ward.		Satisfied as it is.	Female	over 65	White British	
5	Capener Ward	Extremely Likely		Well looked after by all.			Female	16-25	White British	
6	Capener Ward	Extremely Likely		Very attentive and helpful staff.			Male	over 65	White British	
7	Capener Ward	Extremely Likely		A well-organised ward.			Male	over 65	White British	
8	Capener Ward	Extremely Likely		I have been treated well by everyone.			Male	over 65	White British	
9	Capener Ward	Extremely Likely		You cannot fault the staff. They come when you want. They are so kind.		Just want to say the staff are wonderful.	Female	over 65	White British	
10	Capener Ward	Extremely Likely		The staff are there for you day and night.		The staff could not have been kinder. All excellent.	Female	over 65	White British	

11	Capener Ward	Extremely Likely		The staff take notice of what you say. They do not treat you like an idiot.		All good here.	Female	over 65	White British	
12	Capener Ward	Extremely Likely		Been well looked after by all the staff.			Male	over 65	White British	
13	Capener Ward	Extremely Likely		The staff are friendly and understanding.			Male	over 65	White British	
14	Capener Ward	Extremely Likely		The staff have been nice and friendly. Nothing has been too much bother.			Female	over 65	White British	
15	Capener Ward	Extremely Likely		The staff are very efficient.		Waiting time in A&E needs looking at. I waited 9 hours on the most uncomfortable wooden seats.	Female	26-35	White British	
16	Capener Ward	Extremely Likely		The hardworking staff have been kind.			Male	over 65	White British	
17	Capener Ward	Extremely Likely		Friendliness and efficiency of the staff.		Satisfied as it is.	Female	over 65	White British	
18	Capener Ward	Extremely Likely		Very welcoming and efficient.		Satisfied as it is.	Female	over 65	White British	
19	Capener Ward	Extremely Likely		A very friendly, relaxed atmosphere.		Very happy as it is.	Female	over 65	White British	
20	Capener Ward	Likely		Treated well.			Male	over 65	White British	
21	Capener Ward	Neither Likely nor Unlikely		I feel that I have not had the best treatment.		Communication is bad. I was not informed why I was denied food and drink. Very frustrated.	Male	over 65	White British	
22	Capener Ward	Unlikely		I believe the staff dislike me.		As already stated, I am very unhappy with the staff and hospital.	Female	over 65	White British	
23	Capener Ward	Unlikely		The way staff deal with some patients is different from others.			Female	over 65	White British	

1	Caroline Thorpe Ward	Extremely Likely		The friendly staff, always around making sure everything is ok. Just marvellous. Been absolutely amazing every time we have been here as an inpatient with our son.		To be honest, no. Everything is absolutely brilliant. The staff are just wonderful.	Male	Under 16	White British	
2	Caroline Thorpe Ward	Extremely Likely		The staff are really nice and friendly, helping me all the time.		No. Everything has been absolutely fine.	Female	Under 16	White British	
3	Caroline Thorpe Ward	Extremely Likely		The staff are just so lovely. Good facilities as well. Last night, the nurse was excellent. Likewise, the nurse this morning - so helpful and understanding.		No. I can assure you everything is fine.	Male	Under 16	White British	
4	Caroline Thorpe Ward	Extremely Likely		10 out of 10. All of the staff are just so dedicated and professional at all times.		Not at all. I can honestly say the care is amazing.	Female	Under 16	White British	
5	Caroline Thorpe Ward	Extremely Likely		I say very highly this time. My first experience was not so good. Four weeks ago in A&E, the doctor turned us away saying nothing was wrong with our daughter. This time, thank goodness, the doctor has been so good and the nursing staff are so good - so kind and caring at all times.		After saying about the first doctor we saw, I can only say that after that our care has been of a very professional standard. Thank you.	Female	Under 16	Asian / Asian British	

6	Caroline Thorpe Ward	Yes	Patient	The support and help was very quick and efficient. And everyone was very friendly.	Everyone was very helpful and supportive.	Nothing.	Male	16-18	White British	
7	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We were very well looked after and supported.	Exceptional service.	Nothing.	Female	Under 6	White British	
8	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff were lovely.	[Name withheld] my son's nurse was lovely, she was so friendly and understanding.	This ward run out of the silent nebs. I know these were just on trial but they were amazing and my son struggled with the normal due to the noise.	Male	Under 6	White British	
9	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Looked after fab.	Fab nurse [name withheld] - dark blue uniform.		Male	Under 6	White British	
10	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone very kind and patient. Very good with the children. Constant checks to see if everyone is ok or needs anything.	Nurses & doctors great with children.					
11	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly staff. Nice clean ward, excellent service.	Friendly staff.	Nothing.	Female	Under 6	White British	
12	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly and kept checking to make sure everything was ok. Very lovely people.	Everyone being helpful.	Nothing.	Male	Under 6	White British	
13	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Cannot fault the care my son has received. 5*. Want to say a massive thank you.	5* care.	Cannot fault my son's care.	Male	6-8	White British	
14	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly & professional staff. All concerns escalated.	Quick referral from A&E to ward.		Female		White British	

15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff very friendly, supportive and approachable. Plenty of facilities for children to use and siblings too. Very high standard of care. Ward was clean, tidy and inviting.	Efficient doctors on duty - Dr [name withheld] and Dr [name withheld] and the nurses [names withheld] - went above and beyond their duty of care.	Bed allocation - incident of a 17 year old becoming verbally aggressive in a room with an 8 year old and 9 year old present.	Female	9-11	White British	
16	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	This place has been amazing! Everyone is so caring and kind. All staff work so hard! Made my daughter feel very calm and safe. Can't thank you all enough.	Staff [name withheld] have been brilliant. [Name withheld] also amazing!!	Nothing. We have been to GOSH before and this hospital is just as amazing!	Female		White British	
17	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff are very friendly and professional and explain what is going on. They are all happy to answer any questions you may have.	Parents are kept well informed during a scary time and the child has lots of care and attention.		Male	Under 6	White British	
18	Caroline Thorpe Ward	Yes	Not entered	From day 1 this hospital ward has kept my daughter happy. When she's been scared, staff have been so caring and helped make her feel better.	[Name withheld] was here when we were admitted a few weeks ago (first stay). She came back this time each day and checked on my daughter. She is going to be a wonderful nurse.	She has been brilliant and lovely to talk to.	Female		White British	
19	Caroline Thorpe Ward	Yes	Patient	Because the nurses are so kind here.	The school was amazing, especially [name withheld].	Nothing.	Female	6-8	White British	

20	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care, friendly nurses and doctors.	Brilliant school, my daughter loved going during the day.	Nothing!		6-8	White British	
21	Caroline Thorpe Ward	Yes	Patient	Everyone was kind, helpful & happy.	Happy, helpful staff.	Less waiting for results (but we know your very busy).	Female	12-15	White British	
22	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind, caring, helpful staff, helped us to deal with a missed appointment caused by mismanagement of another department.	As always, on all the wards we've visited, on the whole we couldn't hope for better care on a personal level.	Nothing whatsoever from Caroline Thorpe. Organisation and management lets down your excellent frontline staff.	Male	Under 6	White British	
23	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly and attentive and informative.	They were thorough and patient.	Not a lot. It was great.	Male	Under 6	White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	It has been very stressful with my son, helped us when we needed it, the staff are wonderful, they are brilliant, have not got a bad word to say about them.	The social communication with staff and patients, knowing that [name withheld] is well looked after and in a good place.	I honestly don't know.	Male	Under 6	White British	
25	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the doctors and nurses were very nice and made our stay as enjoyable as it could be. Thank you all.	The level of care was brilliant. The staff were amazing.	N/A.	Male	9-11	White British	
26	Caroline Thorpe Ward	Yes	Not entered	Excellent care.			Male	Under 6	White British	
27	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because the staff are amazing. The care was very person-centred.						
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/	Having a small child poorly can be	The nurses ability to go above and beyond	Nothing.	Male	Under 6	White British	

			Carer	upsetting and frightening. The staff on this ward kept us informed and reassured and never without a cup of tea! I felt at ease talking and asking questions of any of the staff.	their roles, which observed was already busy, so their dedication to ensure our children and us are cared for is second to none.					
30	Caroline Thorpe Ward	Yes	Patient	Very efficient and friendly staff.	Good facilities and excellent staff.	Nothing - very good service.	Male	12-15	White British	
31	Caroline Thorpe Ward	Yes	Not entered				Female	16-18	White British	Do not publish
32	Caroline Thorpe Ward	Yes	Patient	Dealt with my child with great care, compassion & spent time to explain.	Staff.		Female		White British	
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely friendly staff. Very helpful. Ward warm & clean. Seen quickly.	All of the above on other question.	Nothing.	Male	Under 6	White British	
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff have been amazing and have taken really good care of us.	The friendly staff.		Female	12-15	White British	
35	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer					Under 6	White British	Do not publish
36	Caroline Thorpe Ward	Yes	Patient	I've been on Caroline Thorpe Ward several times and each time I've been well looked after. They have provided me with a wash set - towel, toothbrush & paste when I needed it.	Helped talking to people.	Gave me a pillow to sleep with.	Female	16-18	White British	

				Made sure I was ok at all times. Brought me food & drink when needed. Lovely staff, helpful and always inform me what's going on.						
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	V. friendly & open.			Male	Under 6	White British	
38	Caroline Thorpe Ward	Yes	Patient	Very nice staff.	Good.			12-15	White British	
39	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly, efficient and helpful. [Name withheld] was made very comfortable & felt that the consultants explained everything and answered my concerns.	The staff were lovely. [Name withheld] said liked the nurses and the doctors.			6-8	White British	
40	Caroline Thorpe Ward	Yes	Patient	Because the nurses are nice. I like the playroom and they have nice food.			Female	6-8	White British	
41	Caroline Thorpe Ward	Yes	Patient	They are understanding and kind.	They were kind.		Female		White British	
42	Caroline Thorpe Ward	Yes	Not entered	Because everybody are so lovely and kind.	All the people who have looked after me have been amazing Thank you very much!!! From [name withheld].	Nothing.	Female	6-8	White British	
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone is really kind. Make you feel at ease. Very informative.	All the staff were lovely to myself and my son.	Nothing.	Male			
44	Caroline	Yes	Parent/	Staff was so friendly	Lovely staff, good		Male	16-18	White	

	Thorpe Ward		Guardian/ Carer	and helpful, took really good care of my son and me.	treatment & clean areas.				British	
45	Caroline Thorpe Ward	Yes	Not entered	Baby 2 days old & very reassuring when feeling emotional and anxious.	Lovely, caring staff.		Female	Under 6	White British	
46	Caroline Thorpe Ward	Yes	Patient	All the staff were very friendly & helpful. Nothing was too much for them even when they were busy!	Friendly & helpful staff. We were always informed quickly of what was happening.	Nothing.	Female	Under 6	White British	
47	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Our nurse was a lovely lady called [name withheld] and she made my son feel good.	That all the nurses made my son smile even well he felt rotten.	N/A.	Male	Under 6		
48	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff well looked after.	Staff.		Male	Under 6	White British	
49	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff good care / advice.	As previous answer.	Waited a long time (but I know you're understaffed & I blame the government)!	Female	Under 6	White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff listened, supportive, clean, accommodating, friendly.	Doctors nurses helpful, supportive of the whole family.	Discharge meds took ages.	Female	Under 6	White British	
51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff very helpful and considerate of parents needs as well as child's. Always very friendly.	Staff were careful to disturb as little as possible so that I could sleep as well as my daughter.	Personal preference but an extra pillow for parent bed, they're not the most comfortable.	Female	Under 6	White British	
52	Caroline Thorpe Ward	Yes	Not entered	Extremely friendly & caring staff. Children always put first. Very good safeguarding.	The range of things to do in the playroom is fantastic.	Nothing all good.	Female	9-11	White British	

53	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff, always helpful.	The staff.	Nothing was brilliant.	Female	Under 6	White British	
54	Caroline Thorpe Ward	Yes	Patient	Because they are all friendly and helpful.	Being well treated.	Nothing.	Female	9-11	White British	
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly staff, caring and patient, made my son feel at ease.	Things to keep my son occupied, we came in very suddenly and unorganised. Staff gave my son a DVD to watch while I sorted things at home.	Nothing.	Male	6-8	Mixed / Multiple ethnic groups	
56	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, helpful staff, clean and tidy ward.	It was stress free. It's always worrying with children but the staff are very reassuring.	Nothing.	Female	Under 6	White British	
57	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really professional staff - clear communication and efficient treatment. Thank you!	Friendly staff, knowledgeable!	N/A.	Male	Under 6	White British	
58	Caroline Thorpe Ward	Yes	Patient	All nurses are very friendly and kind.	Every nurse was caring and kind.	Nothing.	Female	16-18	White British	
59	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff here are very understanding of individuals' circumstances and go out of their way, making sure that everyone is comfortable and as happy as they can be: answering any queries, helping with things the patient & carers	The staff made the stay more bearable.	Nothing. 5 stars.	Female	6-8	White British	

				haven't brought etc.						
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We were dealt with quickly by friendly staff.	The staff were friendly and efficient.	Told us what our daughter was being tested for would have helped.	Female	9-11	White British	
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff were very friendly & reassuring.						
62	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff nurses are excellent, [name withheld] liked them and didn't find hospital scary at all.	Lovely staff.	All was good.				
63	Caroline Thorpe Ward	Yes	Patient	All the staff were amazing, very helpful, can't thank them enough. Both mum and child were happy so thank you all.	Everything, we always knew what was going on.	Nothing.	Male	9-11	White British	
64	Caroline Thorpe Ward	Yes	Not entered	Lovely staff, welcoming and friendly.	Lovely staff, explained all the procedures.		Male	Under 6	White British	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful and patient, staff were lovely.	We were listened to and they cared for you a lot.	Nothing.	Female	12-15	White British	
66	Caroline Thorpe Ward	Yes	Patient	The staff are amazing and work hard.	How supportive staff are.	Nothing.	Female	16-18	White British	
67	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	Do not publish
68	Caroline Thorpe Ward	Yes	Patient	Because all the nurses, doctors and health care assistants are really kind and welcoming.	Nice staff.		Female	16-18	White British	
69	Caroline Thorpe Ward	Yes	Patient	The nurses and doctors are really nice and	People being able to come sit with me		Male	12-15	White British	

				supportive.	through the day.					
70	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We had 'wonderful' time during our stay. 'A' plus, plus, plus.	Everything.	No idea.	Male	9-11	White British	
71	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fabulous staff. The NHS is a great service.			Female	12-15	White British	
72	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The ward is spotless! The staff are brilliant!	The professionalism of the staff.		Male	6-8	White British	
73	Caroline Thorpe Ward	Yes	Patient				Female	9-11	White British	Do not publish
74	Caroline Thorpe Ward	Yes	Not entered	[Name withheld] is an amazing nurse & lovely person. She looked after my daughter and made everything easier when I was extremely worried. Checked on [name withheld] loads & made sure I was also ok.	The care and attention shown to both of us.		Female	Under 6	White British	
75	Caroline Thorpe Ward	Yes	Not entered	They are really helpful.	They are happy to help.		Female		White British	
76	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff are lovely. Very friendly and explain answers to any questions that we had. Parents are looked after as well as the child needing the medical attention.	The care and attention from all the staff members.		Male	Under 6	White British	
77	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are brilliant, I couldn't of asked for better care for my baby.	Staff - caring & helpful.	Discharge to come quicker once agreed but waiting on medication.	Female		White British	

78	Caroline Thorpe Ward	Yes	Not entered	Fantastic & friendly staff. Legendary hospital. Thank you so, so much.						
79	Caroline Thorpe Ward	Yes	Patient	Everyone (especially my nurses) were so kind and caring and were always coming around to see I was okay and / or needed anything.		They did all they could.	Female	12-15	White British	
80	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are very friendly & make sure you are updated with what's going on.			Female	6-8	White British	
81	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All of the doctors and nurses have been amazing looking after my daughter who broke her arm and had to have 2 operations. They are so kind and work so hard.	Me and the rest of the family loved the parent room and tea-making facilities.	Nothing.	Female	9-11	White British	
82	Caroline Thorpe Ward	Yes	Patient	Friendly staff. Everyone is very welcoming and smiley.	Friendly staff.		Female	16-18	White British	
83	Caroline Thorpe Ward	Yes	Not entered	Because the staff were lovely and friendly and everything was managed quickly and efficiently.	Meeting the lovely staff.	Nothing.	Female	16-18	White British	
84	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very welcoming & friendly, easy to communicate with and answers to any concerns.	Always felt as if you was main priority and all yours & your child's needs were met.	Nothing.	Female	Under 6	White British	
85	Caroline	Yes	Parent/	Staff is amazing,	Staff very good with	Food for parents or even	Female		Other ethnic	

	Thorpe Ward		Guardian/ Carer	helpful and very kind to my 3 months old son.	babies.	shop. I was not offered to buy anything & shops had no selections at all.			group	
86	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly staff. Very clear answers.	Friendly staff.		Female	Under 6	White British	
87	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fast, care very helpful. Supportive staff. Amazing care.	Fast results. Great communication.		Female	Under 6	White British	
88	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great service from all members of the team. Even though they are all busy they made time for us whenever we needed it.	Everything.	N/A.	Male	Under 6	White British	
89	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff nurses and ward was welcoming.	Only stayed for the day but staff nurses seemed nice & caring.	Not having to go through the same question to three different doctors. I also felt undermined a bit by the consultant when questioning me. Also felt he did not have time to explain to me as at the time my baby was crying. I had to ask for someone later to come back & explain.	Female	Under 6	White British	
90	Caroline Thorpe Ward	Maybe	Patient	Comfy beds and nice toast. Kind staff.	Treated kindly.	Have a McDonalds run for patients.	Male	12-15	White British	
91	Caroline Thorpe Ward	Not entered	Parent/ Guardian/ Carer	Fantastic care and very quick medicines and discharge home. With all my medicines explained.						
1	Fortescue Ward	Extremely Likely		Caring staff and helpful.						
2	Fortescue Ward	Extremely Likely		All the staff have been very helpful &			Female	Over 65	White British	

				responsive.						
3	Fortescue Ward	Extremely Likely		Friendliness and kindness.		No.	Female	Over 65	White British	
4	Fortescue Ward	Extremely Likely		I am looked after extremely well.				Over 65	White British	
5	Fortescue Ward	Extremely Likely		Because I have been treated well.		No.	Female	Over 65	White British	
6	Fortescue Ward	Extremely Likely		All the staff have been extremely kind and caring for my mum. They have shown such thoughtfulness. Nothing has been too much trouble.		In our opinion, the only lack is not offering family any drinks.	Female	Over 65	White British	
7	Fortescue Ward	Extremely Likely		The staff are extremely competent, caring & hardworking. They have made dad very comfortable during his time here. Also, they have been very sensitive to the family's feelings & wishes.			Female	46-55	White British	
8	Fortescue Ward	Extremely Likely		All the doctors & nurses were so kind & friendly - nothing was too much trouble. Also, the Sodexo staff were lovely.		The ward would benefit from more bins in the loos & bathrooms for the hand towels & wipes.	Female	Over 65	White British	
9	Fortescue Ward	Extremely Likely		Wonderful staff - can't do enough for you, even when they are busy.		More staff.	Male	Over 65	White British	
10	Fortescue Ward	Extremely Likely		The staff are good, all of them. The ward is clean. The nurses are		Nothing that I can think of.	Male	over 65	White British	

				very good. The food is fine.						
11	Fortescue Ward	Extremely Likely		Treated well by all the staff.			Female	over 65	White British	
12	Fortescue Ward	Extremely Likely		A good ward and the staff are very good indeed.		Not that I can think of.	Female	56-65	White British	
13	Fortescue Ward	Extremely Likely		The nurses are wonderful. I just want the doctors to let me go home.		Not really. The place is clean and fairly quiet. I struggle with the food as I am coeliac.	Female	over 65	White British	
14	Fortescue Ward	Extremely Likely		Everyone has been very kind and considerate.			Female	over 65	White British	
15	Fortescue Ward	Extremely Likely		All the staff have been very helpful.			Female	over 65	White British	
16	Fortescue Ward	Extremely Likely		In general, the staff have really looked after me.		Not really. I think you all do a very good job.	Male	over 65	White British	
17	Fortescue Ward	Extremely Likely		I have been in hospital over 3 months and have no complaints whatsoever.		I suffer with memory loss - it is difficult sometimes, but other times I feel fine. My wife visits two or three times a week. She says it is very clean everywhere, so I imagine it must be. The nurses are lovely.	Male	over 65	White British	
18	Fortescue Ward	Likely		Nurses are caring & approachable. The ward is clean & fresh.			Male	Over 65	White British	
19	Fortescue Ward	Likely		I have been well treated.			Male	over 65	White British	
20	Fortescue Ward	Likely		The staff have treated me well.			Male	over 65	White British	
21	Fortescue Ward	Likely		The staff have been very kind to me.			Female	over 65	White British	

22	Fortescue Ward	Likely		I have been treated very well.			Male	over 65	White British	
23	Fortescue Ward	Likely		Some of the staff are better than others.		I am very confused. I still don't know why I am in here.	Male	over 65	White British	
24	Fortescue Ward	Neither Likely nor Unlikely		I have been well looked after.			Female	over 65	White British	
25	Fortescue Ward	Extremely Unlikely		One particular lady at reception. No gym. [Illegible] staff and help.		Change one of the ladys at reception.	Male	46-55	White British	
1	Glossop Ward	Extremely Likely		Staff are very kind & very friendly.		No.	Female	Over 65	White British	
2	Glossop Ward	Extremely Likely		Nurses very friendly and caring. Our patient came out!		Better information from doctors to update carers & relatives on treatment given and conditions discovered - poss info sheet available in layman's language.	Female	46-55	White British	
3	Glossop Ward	Extremely Likely		The care given by the staff.			Male	Over 65	White British	
4	Glossop Ward	Extremely Likely		My mother has been looked after by all doctors & nurses with the care & consideration anyone would wish for their loved ones.			Female	56-65	White British	
5	Glossop Ward	Extremely Likely		All staff caring, considerate, polite and an absolute delight.						
6	Glossop Ward	Extremely Likely		The nurses and staff are [illegible], brilliant and are hardworking, they go out of their way to do anything for		You only the people that know how. I can only praise you to everyone I meet. [Name withheld]		Over 65	White British	

				you. I always thought too many chiefs and not enough Indians but every person working here as a job to do. I can only say thank you.						
7	Glossop Ward	Extremely Likely					Male	Over 65	White British	
8	Glossop Ward	Extremely Likely		Have had excellent care and attention, staff are very friendly & helpful.		None.	Female	Over 65	White British	
9	Glossop Ward	Extremely Likely		Nothing is too much trouble for any of them. They make you feel like friends as much as patients. Top marks.		None.	Male	Over 65	White British	
10	Glossop Ward	Extremely Likely		The food was very good & the attention I received on the ward was very good too. A very good hospital.						
11	Glossop Ward	Extremely Likely		Very caring, professional, patient.			Female	56-65	White British	
12	Glossop Ward	Extremely Likely		I have had marvellous care and consideration. Nothing was too much trouble.						
13	Glossop Ward	Extremely Likely		As always, well looked after. Lovely nurses & Dr, also meal assistants (but not paid enough?).			Female	Over 65	White British	
14	Glossop Ward	Extremely Likely		Nothing too much trouble for all staff - hardworking and				Over 65	White British	

				happy.						
15	Glossop Ward	Extremely Likely		Everyone is friendly & helpful. The staff are very [illegible] to you & always willing to let you know what is happen.			Female	Over 65	White British	
16	Glossop Ward	Extremely Likely		Reason. Staff at all levels are really helpful, considerate and caring. As a patient, I highly recommend this ward, as I feel safe in their hands. A big thank you to all concerned.		Yeah. Get rid of pen-pushers and help the nurses, doc, housekeeping - they deserve help.	Female	Over 65	White British	
17	Glossop Ward	Extremely Likely		Care was very good.			Female	Over 65	White British	
18	Glossop Ward	Extremely Likely		Well looked after by kind & friendly staff.		An outdoor area to take in the fresh spring air.	Male	Over 65	White British	
19	Glossop Ward	Extremely Likely		Friendly, efficient staff.			Male	Over 65	White British	
20	Glossop Ward	Extremely Likely		I have found the care and attention from all members of staff to be of a very high standard. No care complaints at all. My only concern is a very general one. I leave today having spent 2.5 days in the vicinity of a flu patient - potentially I am more at risk of serious illness than when I came in!		Better and faster isolation of pandemic viruses - if that is even possible.	Male	Over 65	White British	

21	Glossop Ward	Extremely Likely		Excellent care. Can't praise staff enough. First class care all round. Totally on top of their job, makes you feel safe.			Male	Over 65	White British	
22	Glossop Ward	Extremely Likely		All staff were extremely hardworking but friendly.			Female	56-65	White British	
23	Glossop Ward	Extremely Likely		I have been well looked after and the staff are polite.			Female	46-55	White British	
24	Glossop Ward	Extremely Likely		I have nothing but praise for everyone who works on this ward. Nothing is too much trouble and everyone is so helpful and kind. Thank you all.			Female	Over 65	White British	
25	Glossop Ward	Extremely Likely		Very good care.			Male	Over 65	White British	
26	Glossop Ward	Extremely Likely		I was well cared for, couldn't wish for anything better. Excellent care.			Male		White British	
27	Glossop Ward	Extremely Likely		Staff are helpful and friendly - quiet at night, all needs are met and willing to help in any way they can.		No. I'm very happy!!!	Male	36-45	White British	
28	Glossop Ward	Extremely Likely		All the medical and support staff are very, very good in all spheres.		None.	Female	over 65	White British	
29	Glossop Ward	Extremely Likely		The overall care and staff have been		None.	Female	over 65	White British	

				brilliant. I am happy with everything.						
30	Glossop Ward	Extremely Likely		The staff are dedicated. They are wonderful. The only downside is the lack of sleep due to noise levels from other patients.		None.	Female	46-55	White British	
31	Glossop Ward	Extremely Likely		The staff are very good and listen. The food is good so far.		None.	Female	56-65	White British	
32	Glossop Ward	Extremely Likely		A well-run ward. I have been treated very well by everyone.			Female	over 65	White British	
33	Glossop Ward	Extremely Likely		Very friendly and understanding staff.			Female	56-65	White British	
34	Glossop Ward	Extremely Likely		The staff have been so attentive.			Female	over 65	White British	
35	Glossop Ward	Extremely Likely		A very dedicated team.			Female	over 65	White British	
36	Glossop Ward	Extremely Likely		Well looked after by a friendly team.			Male	over 65	White British	
37	Glossop Ward	Extremely Likely		The treatment and service received has been good.			Male	56-65	White British	
38	Glossop Ward	Extremely Likely		The nurses do a fabulous job, sometimes attending to very difficult and disruptive patients.		Not on the ward. Good cleanliness. I, as the daughter, would like to know why, in the first place, mum was discharged from MAU so soon, only to have to have her brought back in by ambulance the following day. Apart from that, all good.	Female	over 65	White British	

39	Glossop Ward	Extremely Likely		This ward is brilliant. Surely nowhere else could you get any better care. A regular visitor to Capener or Glossop, about every six weeks or so, I then come in for around four days. The Sodexo staff keep the ward so clean. The food is good and well-presented. Plus, I must say the Sodexo staff always have a kind word and a smile for me.		No. I think the nurses are doing a great job. We just wish the doctors would give us more information regarding the surgery that is needed.	Female	36-45	White British	
40	Glossop Ward	Extremely Likely		10 out of 10. The staff are amazing, including the Sodexo staff, and also the apprentices working on the ward.		No, all good - kind, friendly, clean and good food.	Female	26-35	White British	
41	Glossop Ward	Extremely Likely		Wonderful staff. When you think of the atrocious weather over the weekend and the effort they made to get here and do their job, not to mention they had to get home again after their shift, they are all to be commended.		The service has been of the highest standard. One thing, uniforms. I find it very difficult to understand just who I am talking to as the colour of blue uniforms all seem to blend into one. Who is who? It would be nice to have a breakdown explaining this sort of thing on admission. Also, when I was sent to MAU, I was put in a bay with five men, so that was a little embarrassing at times. But those are tiny negatives and	Female	over 65	White British	

						Glossop ward is fine.				
42	Glossop Ward	Extremely Likely		All the staff are doing a very good job. My word, such hardworking people. I was in Seamoor Unit, transferred across to A&E, then MAU. 10 hours, but no-one's fault - just so busy.		Only to get more staff to help out as always so very busy. The nursing staff and Sodexo never stop. Very clean at all times. Not eating myself and so cannot say anything about the food.	Male	over 65	White British	
43	Glossop Ward	Likely		Nice ward, good staff.		Showers need some work.	Male	Over 65	White British	
44	Glossop Ward	Likely		Staff made me welcome.			Female	Over 65	White British	
45	Glossop Ward	Likely		Very good care. Friendly staff. Professional.			Male	46-55	White British	
46	Glossop Ward	Likely		The ward is very busy but staff are excellent.			Female	Over 65	White British	
47	Glossop Ward	Likely		Very caring nurses.			Female	Over 65	White British	
48	Glossop Ward	Likely		Excellent care & kept well informed.			Female	Over 65	White British	
49	Glossop Ward	Likely		Friendly staff. Very helpful all. Information I need. I have all support and help from staff any time I needs.		No any suggestions all it very happy to your service.	Female	46-55	Asian / Asian British	
50	Glossop Ward	Likely		Everyone polite and tidy and keen to help.		All good. Keep it up.	Male	36-45	White British	
51	Glossop Ward	Likely		Friendly, helpful staff. Information given in timely fashion. Patience of saints!!!		The bedside TV screens are a real nuisance - all the moving images from beds opposite, v. irritating as often left on. Nothing interesting shown. Why not				

						lovely view of animals or something interesting? Also, when turn off they keep coming back on automatically after?				
52	Glossop Ward	Neither Likely nor Unlikely		Treatment & care not explained well enough.		More staff, allowing time to talk to patients!!	Female	56-65	White British	
53	Glossop Ward	Unlikely		Because of my present location within the ward, in a side room at the far end of the ward, I feel at times as if I'm forgotten.		Respond quicker to buzzers.	Male	over 65	White British	
54	Glossop Ward	Not entered		We don't really have a choice as to whether we go to a particular place or not.			Male	Over 65	White British	
55	Glossop Ward	Not entered		The services I have has been very, very good. I cannot complain. Keep up the good work. Yours, [name withheld].		None. Fab P.S. I do not mind mixed [illegible].	Female	Over 65		
56	Glossop Ward	Not entered		Very good.		No.	Male	Over 65	White British	
57	Glossop Ward	Not entered		Come in at about 8-9pm last night.			Male	Over 65	White British	
58	Glossop Ward	Not entered		The time spent on Glossop Ward was very rewarding. Nurses and doctors excellent. Thank you all very much for being so caring.		Can't think of any.				
1	Intensive Care Unit	Extremely Likely		I have been looked after extremely well.		If I ever had to come in here again, I would never let it	Female	over 65	White British	

				The staff could not have done any more for me. Welcomed. Very kind. Very caring.		trouble me. The staff are all so dedicated and professional - so much devotion doing a job that is very demanding of them at all times. A huge thank you to you all.				
1	King George V Ward	Extremely Likely		I have no criticism of any of the care I have received both on this ward and every other department in this wonderful hospital.		Not really. I did have an issue with pharmacy regarding my medication when I first arrived on the ward, but that was all sorted - just misinformation from my GP. The hospital and ward have been excellent with their care at all times.	Male	over 65	White British	
2	King George V Ward	Extremely Likely		10 out of 10. First time ever in hospital and very pleased with all of my care. The nurses are superb.		Not really. The staff are doing 100% at all times. They are absolutely marvellous.	Male	over 65	White British	
3	King George V Ward	Extremely Likely		Really cannot fault anyone or anything. I only arrived yesterday but immediately made very welcome and made comfortable on the ward.		No, absolutely not. From the ambulance to present time, absolutely wonderful. So spotlessly clean as well. All the staff are brilliant.	Female	over 65	White British	
4	King George V Ward	Extremely Likely		It is the staff - very friendly, very kind, efficient and so caring.		Not really. Nothing at all that I can think of. Cleanliness is excellent. The food I have had has been more than acceptable. The young man cleaner is a very nice young man and the lady from Sodexo is a star - always a smile and a kind	Female	over 65	White British	

						word.				
5	King George V Ward	Extremely Likely		All the staff, although always very busy, always a smile and a kind word. Absolutely nothing is too much trouble for any of them. Very good.		Maybe a stupid thing, but a hairdryer would be good to have on the ward - one that has been passed for hospital use. But, medically and nursing-wise, all excellent from a very professional team.	Female	56-65	White British	
6	King George V Ward	Extremely Likely		The staff and cleanliness are first class.			Male	over 65	White British	
7	King George V Ward	Extremely Likely		Everyone very helpful - make you feel welcome.		Not so far. I have only been in 24 hours.	Female	16-25	White British	
8	King George V Ward	Extremely Likely		The staff are all good. The ward is very clean.		Excellent as it is.	Female	over 65	White British	
9	King George V Ward	Extremely Likely		Very pleasant staff - efficient.		Fine as it is.	Female	over 65	White British	
10	King George V Ward	Extremely Likely		Privacy and cleanliness.		Very frustrated that there is no activity at weekends.	Male	over 65	White British	
11	King George V Ward	Extremely Likely		Very attentive, approachable and friendly staff. The treatment is good so far. The food is good with ample portions. Very happy with my care.		The sound/headphones on the TV equipment does not work. These need testing/checking regularly.	Male	46-55	White British	
12	King George V Ward	Extremely Likely		It has been really good. No complaints. The staff are lovely - you can't fault them. The food is very good with very adequate portion sizes.		None.	Male	over 65	White British	

13	King George V Ward	Extremely Likely		The staff have been very professional, especially the colorectal unit. The night staff were good - nothing was too much trouble. The food has been nice on all my visits since October. All the staff in all roles are doing a good job.		None.	Male	56-65	White British	
14	King George V Ward	Extremely Likely		The staff are very supportive and they listen to you and answer your questions. The food I have had is fine but I have not eaten much until recently. All the medical staff have been brilliant.		None. Happy with the service I have received.	Female	over 65	White British	
15	King George V Ward	Extremely Likely		I am always made very comfortable. Nothing is ever too much trouble for the staff. They are all excellent. The food is always good and you can choose your portion size. Facilities have improved with two toilets and a shower between five.		None.	Female	36-45	White British	
16	King George V Ward	Extremely Likely		Very friendly and helpful staff.		None. Very good so far.	Female	over 65	White British	
17	King George V Ward	Extremely Likely		The staff make you feel very comfortable and		I can't think of any improvements.	Female	16-25	White British	

				will provide anything I need. The facilities are good. Not yet experienced meals.					
18	King George V Ward	Extremely Likely		The staff are all caring and friendly.		None as yet.	Female	46-55	White British
19	King George V Ward	Extremely Likely		Been treated very well by all highly-trained staff.			Male	over 65	White British
20	King George V Ward	Extremely Likely		Treated very well by all the nurses and doctors.			Male	over 65	White British
21	King George V Ward	Extremely Likely		The staff have been very thorough and helpful.			Female	over 65	White British
22	King George V Ward	Extremely Likely		Clean and tidy. Nice staff.			Female	over 65	White British
23	King George V Ward	Extremely Likely		The skills and prompt service from the staff have been excellent.		Employ more medical staff.	Female	over 65	White British
24	King George V Ward	Extremely Likely		The care and attention has been good.		Lacking in drinks at times - told to drink plenty of water which requires the jugs to be filled up more regularly.	Female	56-65	White British
25	King George V Ward	Extremely Likely		Looked after well by all.			Female	56-65	White British
26	King George V Ward	Extremely Likely		A very nice ward. The staff are always very kind and considerate. A really good team. My word, they work such long shifts.		Nothing, thanks. Fantastic. May I say that while on MAU, I was surprised being on a mixed-sex bay. The gentleman next to me was very, very poorly, having to make decisions about his end of life care. A pity the doctors could not have taken him to a side room to talk to him like they had to,	Female	over 65	White British

						and not share his awful problems with the other patients. I really felt for him. Very quick transit from A&E to MAU - around an hour.				
27	King George V Ward	Extremely Likely		The staff are just lovely, friendly, kind and helpful. Extremely clean. As a cook myself, I also find the food acceptable.		Apart from more staff, I cannot think of anything. The staff are doing a job that I most certainly could not do myself.	Female	26-35	White British	
28	King George V Ward	Extremely Likely		Just so caring at all times. Always there when needed, even to the point of my food, as I am wheat intolerant. The staff sorted a menu for me immediately.		No. My whole experience has been superb, absolutely superb.	Female	46-55	White British	
29	King George V Ward	Extremely Likely		100% first class care at all times. I cannot praise the staff enough.		Nothing that I can think of. Clean. Good food. Just a wonderful team.	Female	over 65	White British	
30	King George V Ward	Extremely Likely		Regular customer in this hospital. As usual, a good ward and good staff.		Regarding dignity and respect, not all of the staff introduce themselves, either by name or their position in the hospital. I find this very rude. Plus, I have been 'nil by mouth' yesterday from the night before until 6pm last evening. One of the staff kindly found me some Weetabix. Since then 'nil by mouth' all day today, nothing mentioned to me or	Male	56-65	White British	

						the nursing staff regarding if and when my procedure will take place. Somewhere along the line, better communication to the ward staff and people like myself, as the patient, would help.				
31	King George V Ward	Extremely Likely		Very clean. The staff all nice and helpful.		Not at the moment.	Female	46-55	White British	
32	King George V Ward	Extremely Likely		The kindness - everyone is amazing. The food is good.		Excellent as it is.	Female	over 65	White British	
33	King George V Ward	Extremely Likely		First experience and very pleasantly surprised - very clean and helpful.		No - wonderful as it is.	Female	56-65	White British	
34	King George V Ward	Extremely Likely		All so kind - cannot do enough for you.		Satisfied the way it is.	Female	over 65	White British	
35	King George V Ward	Extremely Likely		A very good team and a relaxing/good atmosphere.		On another ward, too many visitors but not here.	Female	56-65	White British	
36	King George V Ward	Extremely Likely		All the staff are on the ball and work well as a team.		Very satisfied as it is.	Male	26-35	White British	
37	King George V Ward	Likely		The staff are very nice and friendly, although sometimes staff do not inform you of the results of tests or what is going on with your care. The ward, toilets and bathrooms are very clean. Food choices have not been particularly suitable for my condition.		I would like doctors to take more time to explain my treatment and to let me know the results of my tests. To have a greater range of soft foods on the menu.	Female	16-25	White British	
38	King George V	Not		I have no family and			Male	56-65	White	

	Ward	entered		few friends.					British	
1	Lundy Ward	Extremely Likely		Everyone's been very kind, very helpful.		Excellent service.	Male	Over 65	White British	
2	Lundy Ward	Extremely Likely					Male	56-65	White British	
3	Lundy Ward	Extremely Likely					Female	Over 65	White British	
4	Lundy Ward	Extremely Likely		Because all the staff are amazing.		All nurses and doctors to have a good pay rise.	Male	46-55	White British	
5	Lundy Ward	Extremely Likely		Excellent service, really impressive staff. Above & beyond.			Female	56-65		
6	Lundy Ward	Extremely Likely		I found the staff very polite & very friendly and everything about my stay was just fine.				Over 65	White British	
7	Lundy Ward	Extremely Likely		Looked after really well, throughout my operation and by the nurses for the aftercare, very warm and friendly.			Male	Over 65	White British	
8	Lundy Ward	Extremely Likely		Great stay, feels more like a 5-star hotel.			Female	46-55	White British	
9	Lundy Ward	Extremely Likely					Female	Over 65	White British	Do not publish
10	Lundy Ward	Extremely Likely		They are angels, every one of them. Nothing is too much trouble for them. They earn every penny and deserve more.			Female	56-65	White British	
11	Lundy Ward	Extremely Likely		Staff very friendly, polite and caring.		Had to wait from 12 noon until 9pm in recovery for a bed. Not the best experience but very busy.	Male	Over 65	White British	

12	Lundy Ward	Extremely Likely		Really positive praise & encouragement when things were difficult & hard. Continuity of care (I think I've been v. lucky to have largely the same staff over these 4 days). Caring, knowledgeable & compassionate staff who work well as a team. A team led by a member of staff who is a very good role model. A willingness to listen (& respond to) my wishes & concerns. Use of humour & terms of endearment. Answering any questions fully & thoughtfully.		Morning snack mid-morning, not so soon before lunch. Other teas available - e.g. mint tea?	Female	Over 65	White British	
13	Lundy Ward	Extremely Likely		Good care from all staff.			Male	Over 65	White British	
14	Lundy Ward	Extremely Likely					Male	Over 65	White British	
15	Lundy Ward	Extremely Likely		Staff are friendly and caring which goes a long way in making patients feel secure and cared for during their stay.			Female	56-65	White British	
16	Lundy Ward	Extremely Likely		Well done NHS staff. Lundy Ward goes above & beyond.			Male	Over 65		
17	Lundy Ward	Extremely Likely		Excellent service, pleasant staff, really			Female	Over 65	White British	

				helpful.						
18	Lundy Ward	Extremely Likely		Dedication & friendly staff. They work very well under pressure.			Male	Over 65	White British	
19	Lundy Ward	Extremely Likely		Staff very caring.			Female	Over 65	White British	
20	Lundy Ward	Extremely Likely					Male	56-65	White British	
21	Lundy Ward	Extremely Likely					Female	56-65	White British	
22	Lundy Ward	Extremely Likely		Prefer the separate rooms and privacy.		Better communication all round.	Male	46-55	White British	
23	Lundy Ward	Extremely Likely		The staff have all been pleasant.		Very good as it is.	Male	over 65	White British	
24	Lundy Ward	Extremely Likely		Very impressed with the dedication of the staff during the bad weather.		Some improvement in the use of cannulas would be good.	Male	56-65	White British	
25	Lundy Ward	Extremely Likely		Dedication of the staff.		More staff are needed - the shifts are too long.	Male	over 65	White British	
26	Lundy Ward	Extremely Likely		The care has been first class.		Happy the way it is.	Male	over 65	White British	
27	Lundy Ward	Extremely Likely		Nothing is too much trouble.		Satisfied as it is.	Female	over 65	White British	
28	Lundy Ward	Extremely Likely		Clean. Efficient. Everyone does their job well.		Cannot be improved in the present circumstances.	Female	46-55	White British	
29	Lundy Ward	Extremely Likely		Always available when needed.		Very good and adequate as it is.	Female	over 65	White British	
30	Lundy Ward	Extremely Likely		The staff are so professional.		Cannot be faulted.	Female	over 65	White British	
31	Lundy Ward	Extremely Likely		The staff are very caring.			Female	46-55	White British	
32	Lundy Ward	Extremely Likely		A small ward and the one-to-one contact with the nursing staff.			Male	46-55	White British	

33	Lundy Ward	Extremely Likely		The nurses are attentive - my needs are catered for. Very professional and competent.		The movement of patients should be limited to normal times and not overnight.	Male	over 65	White British	
34	Lundy Ward	Extremely Likely		I cannot fault the service received.		Radiotherapy is needed here in NDDH, saving both time and expense in travelling to Exeter five days on the trot.	Male	over 65	White British	
35	Lundy Ward	Extremely Likely		Well looked after by all.			Male	56-65	White British	
36	Lundy Ward	Extremely Likely		Well looked after by a dedicated medical team.			Male	over 65	White British	
37	Lundy Ward	Extremely Likely		I have been well looked after by a dedicated medical team.			Male	over 65	White British	
38	Lundy Ward	Extremely Likely		The staff are very caring. The food has been good so far. The facilities are very good.		None.	Female	over 65	White British	
39	Lundy Ward	Extremely Likely		The nursing staff are heroes and the coherence between staff is second to none. The doctors are equally professional. The ward is clean, heated and well lit. You have control over your own environment. The food is surprisingly good the facilities are good, although the entertainment unit		Food quality is dependent on how close the ward is to the preparation/kitchen area.	Male	26-35	White British	

				does not work.						
40	Lundy Ward	Extremely Likely		All the staff have been very helpful and supportive.		As a patient from elsewhere in the country, I can only say everything has been perfect - the medical care, cleanliness and even the food.	Male	56-65	White British	
41	Lundy Ward	Extremely Likely		I do not like being ill but, if and when I am, can I book in here please. Magnificent.		Only to say thank you to everyone. Absolutely delighted with this ward and Glossop.	Male	56-65	White British	
42	Lundy Ward	Extremely Likely		The staff are so good, making you feel relaxed and very welcome. All just so kind and caring.		Nothing medically. Lovely and clean on here. I personally do not think much of the food but everyone else seems ok with it, so it must be me. The nursing staff are absolutely superb and Sodexo, may I add.	Male	46-55	White British	
43	Lundy Ward	Extremely Likely		Very good indeed. All very caring and always there when needed.		Not really. Everything seems all tickety-boo.	Female	over 65	White British	
44	Lundy Ward	Extremely Likely		Very good care. Very helpful and considerate, taking all of your needs on board at all times.		Nothing that I can think of. I would like to say thank you to all of the staff. You all work very well together.	Female	over 65	White British	
45	Lundy Ward	Extremely Likely		I come in here many times. The staff are all very kind and caring, showing kindness and compassion at all times, particularly one night when I felt very vulnerable and worried.		Not really. The staff simply do their best within their resources. I think more staff would help. The long shifts these nurses work is incredible. Cleanliness is spot on. Without the frontline staff and volunteers, the NHS quality	Female	over 65	White British	

						would be out of the window.				
46	Lundy Ward	Extremely Likely		The staff are truly brilliant. I doubt if you would find any better.		Medically. all absolutely fabulous. May I make one comment. Just for the staff to try and keep quieter at night, whenever possible. The noise at night seems to be so much louder.	Male	56-65	White British	
47	Lundy Ward	Extremely Likely		Never had better care in my life. Very impressed with everything.		Not an easy question but, in the light of things, I think the hospital seem to be doing everything they can in providing the top quality of care which they do. More staff would obviously help, but I guess you hear that all the time.	Male	over 65	White British	
48	Lundy Ward	Likely		No complaints. Food good. Nurses kind.		Improve pharmacy - too long waiting for tablets.	Male	Over 65	Mixed / Multiple ethnic groups	
49	Lundy Ward	Likely		Caring staff.			Male	Over 65	White British	
50	Lundy Ward	Likely		Good care, food, and treatment.		Cold water in basin to clean teeth. Plug in basin to wash hair.	Female	Over 65	White British	
51	Lundy Ward	Likely		The staff have been wonderful, giving confidence, being understanding at all times, teaching us how to do things to help ourselves and I cannot fault any of them.		Sometimes noisy at night! but I realise that can't [illegible].	Female	Over 65	White British	
52	Lundy Ward	Likely					Female		White British	Do not publish

53	Lundy Ward	Likely		The staff are very effective and helpful.		No. Very good as it is but concerned that I was not informed that there could be side effects from the paracetamol.	Female	over 65	White British	
1	Staples Ward (Stroke Unit)	Extremely Likely		It is a nice ward. The nurses are kind and friendly.		None.	Female	over 65	White British	
2	Staples Ward (Stroke Unit)	Extremely Likely		Everyone has been so helpful. I cannot speak more highly of the staff.		The food could be warmer/hotter.	Female	over 65	White British	
3	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are helpful and friendly. Made me feel comfortable and generally caring. Toiletries were provided - a nice shampoo! Regularly offered drinks. The food is quite nice - a good selection and well-balanced.		To remind patients and their visitors that a small amount of money is required for TV etc.	Female	26-35	White British	
4	Staples Ward (Stroke Unit)	Extremely Likely		They look after me very well. The bedding is very clean. The staff are all very good. I can't fault them at all. The food is good but I would like smaller portions, as I don't like wasting food.		I see no need for improvement.	Male	over 65	White British	
5	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by all the staff.			Female	over 65	White British	
6	Staples Ward (Stroke Unit)	Extremely Likely		The nursing and doctors have been good.			Male	56-65	White British	

7	Staples Ward (Stroke Unit)	Extremely Likely		A dedicated team of doctors and nurses.			Male	over 65	White British	
8	Staples Ward (Stroke Unit)	Extremely Likely		The efficiency of the staff - nothing is too much trouble.		Very satisfied as it is.	Male	over 65	White British	
9	Staples Ward (Stroke Unit)	Extremely Likely		The majority of staff are very caring and do their best to make you comfortable.		No, apart from the obvious - more money.	Male	over 65	White British	
10	Staples Ward (Stroke Unit)	Extremely Likely		The staff are all so helpful and friendly.		Unable to get a newspaper each day.	Male	over 65	White British	
11	Staples Ward (Stroke Unit)	Extremely Likely		The nurses have been so kind and helpful.		The food is very disappointing.	Male	over 65	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		The nursing staff are very good and all very helpful.		Happy as it is.	Female	over 65	White British	
13	Staples Ward (Stroke Unit)	Extremely Likely		The care and attention is first class.		Cannot complain - the service is excellent as it is.	Female	over 65	White British	
14	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are so hardworking and helpful.		Satisfied as it is.	Female	over 65	White British	
15	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are so good.		Very good as it is.	Female	over 65	White British	
16	Staples Ward (Stroke Unit)	Extremely Likely		I have been treated very well by dedicated staff.			Female	over 65	White British	
17	Staples Ward (Stroke Unit)	Extremely Likely		Because I have survived and been well looked after.			Female	over 65	White British	
18	Staples Ward (Stroke Unit)	Extremely Likely		Have been treated very well.			Male	over 65	White British	
19	Staples Ward (Stroke Unit)	Likely		Looked after very well.		Seem to be short of some foods, therefore choice limited. The cleaners are very good.	Female	16-25	White British	
20	Staples Ward (Stroke Unit)	Unlikely		They try hard but are disorganised.		More staff needed at times.	Male	over 65	White British	

1	Tarka Ward	Extremely Likely		Everyone pleasant & helpful.		No.	Female	Over 65	White British	
2	Tarka Ward	Extremely Likely		Staff are very helpful, pay full attention to one's needs. Are very patient. Many thanks.			Female	Over 65	White British	
3	Tarka Ward	Extremely Likely					Male	Over 65	White British	
4	Tarka Ward	Extremely Likely		The staff were conscientious & friendly, nothing was too much for them. The room was kept spotlessly clean.		I suggest there is a review of telephones.	Female	Over 65	White British	
5	Tarka Ward	Extremely Likely		They do everything to help you.			Female	Over 65	White British	
6	Tarka Ward	Extremely Likely		Everyone kind, welcoming and professional.			Male	56-65	White British	
7	Tarka Ward	Extremely Likely		I have had the most incredible quality of care and attention anyone can only dream of. From the moment I arrived to the second I left. Please congratulate all from the admissions dept. to the ward staff and all theatre. [Name withheld].		I truly can't. But please keep employing the quality of staff you already have.	Male	Over 65	White British	
8	Tarka Ward	Extremely Likely		Well looked after by dedicated staff.			Female	over 65	White British	
9	Tarka Ward	Extremely Likely		Available when required, all the staff have been brilliant.			Male	56-65	White British	

10	Tarka Ward	Extremely Likely		The treatment received has been excellent. The surgeon also went the extra mile to reset a painful shoulder injury.		Pain relief needed earlier, if necessary.	Male	over 65	White British	
11	Tarka Ward	Extremely Likely		The staff have been good and with a pleasant approach.		Delay in leaving ICU due to a shortage of beds.	Male	56-65	White British	
12	Tarka Ward	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
13	Tarka Ward	Extremely Likely		The care received has been second to none.			Female	56-65	White British	
14	Tarka Ward	Extremely Likely		Well looked after.			Female	56-65	White British	
15	Tarka Ward	Extremely Likely		Well looked after by dedicated staff.			Female	over 65	White British	
16	Tarka Ward	Extremely Likely		Magnificent staff. All so kind, considerate and caring. What would we do without our wonderful nursing staff?		I am very elderly and really I think my life is running out. All the staff say I should not talk like that.	Female	over 65	White British	
17	Tarka Ward	Extremely Likely		Perfect staff - very caring and attentive, extremely hardworking, including the kind and happy Sodexo ladies. They always have a lovely smile and a kind word. Physios also hurt you but with a smile.		Not at all. Truly amazing. In my work, I deal with all kinds of people all of the time and realise the difficulty of pleasing everyone at all times. I just think it wonderful that the hospital staff seem to be doing that. I am yet to meet anyone I feel uncomfortable in talking to.	Female	over 65	White British	
18	Tarka Ward	Extremely Likely		All about the patient care. All the staff are very professional at all		Not at all. All so clean and tidy, food good and medically all good. So I think	Female	over 65	White British	

				times.		you are doing a great job.				
19	Tarka Ward	Extremely Likely		It is the staff - jovial, kind, welcoming, caring, dedicated and professional. And that is all the way from the wonderful cleaning staff through to consultants.		Nothing to be honest. I was even given the opportunity of choosing any one of three hospitals to have my surgery.	Female	over 65	White British	
20	Tarka Ward	Extremely Likely		All has gone very smoothly. The staff are always so very kind and considerate. Amazing people really.		No, not really. Spotlessly clean. The food is acceptable. Surgical team and nursing all excellent.	Male	over 65	White British	
21	Tarka Ward	Extremely Likely		I give the highest possible score to the staff on Tarka - so kind, attentive and always there when needed for pain relief etc.		Nothing at all. Very professional and kind people, showing 100% dedication .	Male	56-65	White British	
22	Tarka Ward	Extremely Likely		Where do I start? So clean. Wonderful, caring staff, always a smile and a kind word. Very hardworking. Always there when needed and that is just the Sodexo and nursing staff. Also, may I add the young apprentice - a lovely attitude. I am sure she has a future in nursing. On to the doctors, anaesthetists and consultant. They have got to be some of the		In my opinion, no. As I said earlier, all good - including the food.	Male	Prefer not to say	White British	

				best in the business.						
23	Tarka Ward	Extremely Likely		The friendliness, competence and quality of the staff, particularly nurses and doctors. The facilities are good. I am in a side bay. The food is the weakest aspect as it can be bland and unimaginative.		Staff can't always respond very quickly to requests e.g. going to the toilet or medication as they are so busy.	Male	over 65	White British	
24	Tarka Ward	Extremely Likely		The nurses and staff are very kind, considerate and helpful. They are very encouraging and try to give you confidence to get up and walk. The facilities are very good. The food is brilliant and you can request the size portion you require. You order the meals a day in advance.		None.	Female	over 65	White British	
25	Tarka Ward	Extremely Likely		My care has been excellent by all the staff. The space between beds is ample and the bay is bright and airy. The food is excellent, with a good menu choice. It is good to be able to choose your portion size.		Can't think of anything. I would like to be offered the chance of having a shower, preferably with assistance.	Female	over 65	White British	
26	Tarka Ward	Extremely Likely		Very professional care from both doctors and		No. More comfortable chairs in A&E.	Male	over 65	White British	

				nurses. Very courteous and respectful. Very satisfactory service. The facilities are good, especially in a side room. I have been kept warm and comfortable. They have answered all my questions professionally.						
27	Tarka Ward	Extremely Likely		The staff are 100%. The facilities are excellent. The surgeon and theatre staff discussed the procedure fully and answered all my questions. The food is excellent with a good choice from the menu.		No. I don't know how they could improve it.	Male	over 65	White British	
28	Tarka Ward	Likely		My reason for not saying 'Extremely likely' is that I had to have a discussion with a member of staff regarding my pain relief the day after my surgery. I asked for more frequent relief but the member of staff didn't think I needed it. I do know my own body. Thankfully, resolved later that day.		Nothing that I can think of. I came in here in a lot of pain and am now about to go home virtually pain free. So, what more can I say?	Male	over 65	White British	
29	Tarka Ward	Likely		The nurses are very		None.	Female	over 65	White	

				nice. Staff that bring the food are also very nice. I don't like so many doctors around me at one time.					British	
1	Victoria Ward	Extremely Likely		The staff care has been amazing, always thoughtful to your needs. I would always let any of my family know that they would be looked after well. Thank you.				Over 65	White British	
2	Victoria Ward	Extremely Likely		Good staff. Nothing too much trouble.			Male	Over 65	White British	
3	Victoria Ward	Extremely Likely		Nobody likes to be in hospital but all the staff on Victoria Ward made it as pleasant an experience as possible. I was treated with respect and dignity at all times whilst being cared for in a professional way. Without exception, the ward is a credit to NDHT.						
4	Victoria Ward	Extremely Likely		Wonderful care by all staff. Thank you so much.		More ventilation in wards.	Female	Over 65	White British	
5	Victoria Ward	Extremely Likely		The nurses are most helpful & kind. The food is nice, the tea is not. Everybody who works in the hospital are nice to everyone.			Female	Over 65	White British	

6	Victoria Ward	Extremely Likely					Female	Over 65	White British	
7	Victoria Ward	Extremely Likely		Really pleased with the level of care.		Taking 3.5 hours to give medication for discharge is very excessive. And then to find it's at reception on ward is not acceptable.	Male	46-55	White British	
8	Victoria Ward	Extremely Likely		I believe it's about time we appreciate the fact we have a national health service and be grateful.			Male	Over 65	White British	
9	Victoria Ward	Extremely Likely		Staff always available to help you in your day-to-day routine of living in hospital - always polite & respectful. You would not get better service if you were in a 4* hotel. Thank you all.		No.	Female	Over 65	White British	
10	Victoria Ward	Extremely Likely		Very clean and organised ward. All staff are very patient with a 'nothing too much trouble' attitude even when extremely busy. The staff all work as a team and have respect for each other. As a patient with a life-long condition, I have stayed as a patient in a lot of hospitals. This hospital has been a pleasure and by far the cleanest with up-to-		Tea/coffee machine for patients & visitors.	Female	46-55	White British	

				date facilities i.e. fixtures and fittings.						
11	Victoria Ward	Extremely Likely		Staff very caring, nothing too much trouble.		None.	Female	Over 65	White British	
12	Victoria Ward	Extremely Likely		Grate.		More tea.	Male	56-65	White British	
13	Victoria Ward	Extremely Likely		Professionalism, friendship and kindness of all the staff associated with this ward.		Perhaps night staff (not all but some are guilty of this) could remember it may be their period of work but for patients it is sleep / recuperation time - so perhaps softer voices could be used.	Male	Over 65	White British	
14	Victoria Ward	Extremely Likely		Helpful and caring staff. Good medical care.			Female	Over 65		
15	Victoria Ward	Extremely Likely		A very good ward - well run by all the staff.		The staff appear to be overworked.	Male	over 65	White British	
16	Victoria Ward	Extremely Likely		Very attentive and pleasant.			Female	over 65	White British	
17	Victoria Ward	Extremely Likely		Very helpful, cheerful staff.			Female	over 65	White British	
18	Victoria Ward	Extremely Likely		Well looked after by all the staff.			Female	over 65	White British	
19	Victoria Ward	Extremely Likely		The staff can't do enough for patients.			Male	over 65	White British	
20	Victoria Ward	Extremely Likely		The staff have been excellent.			Male	56-65	White British	
21	Victoria Ward	Extremely Likely		I cannot praise the staff more than saying they are a dedicated bunch.			Male	over 65	White British	
22	Victoria Ward	Extremely Likely		Everyone has been so good and caring. Dedicated staff.		More nurses and beds are needed.	Male	over 65	White British	

23	Victoria Ward	Extremely Likely		A clean ward and the staff are excellent.		Toilets are in short supply - only one toilet for five patients in a bay.	Male	over 65	White British	
24	Victoria Ward	Extremely Likely		The staff are friendly and welcoming.			Male	over 65	White British	
25	Victoria Ward	Extremely Likely		The staff have been excellent.			Female	over 65	White British	
26	Victoria Ward	Extremely Likely		I have received excellent service.			Male	over 65	White British	
27	Victoria Ward	Extremely Likely		The service I have received has been excellent.			Male	56-65	White British	
28	Victoria Ward	Extremely Likely		The treatment I have received from the dedicated staff has been excellent.			Male	over 65	White British	
29	Victoria Ward	Extremely Likely		1st class professional care at all times. Nothing is any trouble for these very hardworking and kind people.		I would think it would be very difficult to find much. Obviously, a bit of TLC on the ward but, medically, which is the most important part, is excellent. The cleaning staff are also kind and very friendly.	Male	over 65	White British	
30	Victoria Ward	Extremely Likely		I have had no problems whatsoever. Everyone has been 100% helpful.		I really cannot think of anything. Once settled in, it feels like living in a bubble, but after a few hours of settling in, getting questions answered etc, I started to relax. Just waiting to get doctor's report to see where we go from here. Arrived via ambulance to A&E, then to MAU, before arriving on Victoria Ward. A very smooth transition all the	Male	over 65	White British	

						way through - fast track I think you call it.				
31	Victoria Ward	Extremely Likely		The care given is first class - absolutely no problems at all.		Nothing. The food is superb. Very clean. Basically, as I said earlier, first class.	Male	56-65	White British	
32	Victoria Ward	Extremely Likely		The quality of care and attention is excellent at all times.		My only difficulty was getting into the hospital. I found it very difficult to get past my GP. Once I was admitted, everything has been very good.	Male	over 65	White British	
33	Victoria Ward	Extremely Likely		The staff are very accommodating, kind and caring. They made me very welcome from the start.		I have no complaints at all. First class professional care at all times from A&E through MAU and then to Victoria. My family and I are very impressed by everything.	Male	over 65	White British	
34	Victoria Ward	Likely						Over 65	White British	
35	Victoria Ward	Likely		Staff.			Male	56-65	White British	
36	Victoria Ward	Likely		Well looked after by all.			Male	over 65	White British	
37	Victoria Ward	Likely		I would have liked to have said higher, but I notice some of the patients demand more care than others and I am feeling left out a little as waiting for my heart monitor results. So all a bit up in the air at the moment. The nursing staff are hardworking and caring. I must say also,		No. I cannot think of anything at the moment. The ward is clean and the food acceptable. The quality of nursing is good.	Female	over 65	White British	

				very busy.						
38	Victoria Ward	Not entered		Quite satisfied with my care.			Female	Over 65	White British	
39	Victoria Ward	Not entered		Look after me very well. Thank you for all your time with me. Very grateful.		You done very well on me. Thank you.	Female	Over 65		