

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Apr-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 people'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 people'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 people'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improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published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		Everyone has been good to me.			Male	over 65	White British	
2	ASU Orthopaedics	Extremely Likely		Well looked after by willing staff.			Female	over 65	White British	
3	ASU Orthopaedics	Extremely Likely		They have cared and been very kind to me. I have been very lucky on this ward. I have been unable to take food as yet but it looks good.		None.	Female	over 65	White British	
4	ASU Orthopaedics	Extremely Likely		All the staff have been helpful. They fulfil all my requests and requirements. Staff will help with showering.		I cannot think of anything - all seems ok.	Female	over 65	White British	
5	ASU	Extremely		I have been happy		A toilet/wet room nearer to	Male	over 65	White	

	Orthopaedics	Likely		here. All the staff have been pleasant and affable. I am offered plenty of beverages. I have not had many of the meals as I eat very little while in hospital. My only criticism is that the toilets are within the female section of the ward.		the male section.			British	
6	ASU Orthopaedics	Extremely Likely		There is always someone to help. They will always answer your questions the best they can. The staff are always chatty and smiley. I have not felt like eating much but what I have ordered has been quite edible - the range is good. I particularly like the soup and jacket potatoes. The facilities are easy to use and staff will always help when required.		I came in on a bank holiday (Good Friday). I saw a doctor in A&E but did not see a doctor on the ward until the Tuesday. People do get ill over holidays and weekends!!	Female	46-55	White British	
7	ASU Orthopaedics	Extremely Likely		The staff do the job all right. They know what they have to do. The food is basic with a reasonable choice.		None.	Male	over 65	White British	
8	ASU Orthopaedics	Extremely Likely		Very good staff.			Male	over 65	White British	
9	ASU Orthopaedics	Extremely Likely		The staff have been excellent. They can't			Male	over 65	White British	

				do enough for the patients.						
10	ASU Orthopaedics	Extremely Likely		The staff are so friendly and understanding.			Female	over 65	White British	
11	ASU Orthopaedics	Extremely Likely		Staff are so friendly and dedicated.			Female	over 65	White British	
12	ASU Orthopaedics	Extremely Likely		The staff do their very best to keep us comfortable.			Female	over 65	White British	
13	ASU Orthopaedics	Extremely Likely		Very good staff.			Female	over 65	White British	
14	ASU Orthopaedics	Likely		During the day the care is excellent - all the staff are very caring. But, at night, many of the nurses could not give a damn!! They don't like you using the call bell and if you cannot sleep and want to read they will remove the light. The food is pretty good - good choice and ample portions.		Fire some of the night staff and replace them with others more competent.	Male	over 65	White British	
1	Capener Ward	Extremely Likely		Staff very polite and friendly, can't do enough for you.		More nurses and doctors.	Male	over 65	White British	
2	Capener Ward	Extremely Likely		Well looked after by dedicated and friendly staff.			Male	over 65	White British	
3	Capener Ward	Extremely Likely		Staff have been very friendly and patient.			Female	over 65	White British	
4	Capener Ward	Extremely Likely		I have been treated well.			Male	over 65	White British	

5	Capener Ward	Extremely Likely		Everyone has been kind and wonderful.		More staff overall.	Female	over 65	White British	
6	Capener Ward	Extremely Likely		Attentive, caring staff.		Timekeeping is a bit erratic - sometimes had to wait for the bedpan and then it can be too late, which can be distressing.	Male	over 65	White British	
7	Capener Ward	Extremely Likely		The staff are so kind and patient.		It is busy at changeover.	Female	over 65	White British	
8	Capener Ward	Extremely Likely		The staff are excellent. I could not find fault with anything.		All good.	Male	over 65	White British	
9	Capener Ward	Extremely Likely		The nurses are friendly and good at their job.		Cannot think of anything.	Male	over 65	White British	
10	Capener Ward	Extremely Likely		The staff look after you well.		More money for the staff - they work so hard.	Female	over 65	White British	
11	Capener Ward	Extremely Likely		The people who work here are brilliant.		All good.	Female	over 65	White British	
12	Capener Ward	Extremely Likely		Nothing is too much trouble. The staff are excellent.		The food could be better.	Female	over 65	White British	
13	Capener Ward	Extremely Likely		Marvellous. I give the excellent staff 110% in the way they care for us here. It is always so clean and good food. The doctors and nursing staff are brilliant.		The staff all seem to be rushed off their feet - they never stop. It amazes me how they keep going.	Male	over 65	White British	
14	Capener Ward	Extremely Likely		The staff are just so kind and helpful - oh so busy at all times.		Medically, all is fine. Cleanliness is excellent. Food can be fairly good at times, at other times not. I feel this can be due a lot of the time to the way it is presented on the plate. It is also very bland.	Female	over 65	White British	

15	Capener Ward	Likely		Nurses appear to talk to one another, when should be talking to patients.		Bring back the old-style matron.	Male	over 65	White British	
16	Capener Ward	Likely		Well looked after by all the staff.			Male	over 65	White British	
17	Capener Ward	Likely		Nice staff.		Everything is fine.	Male	over 65	White British	
18	Capener Ward	Likely		Friendly healthcare assistants.		Some senior nurses are abrupt. I have to wait too long for toileting and accidents happen. Inconsistency with medication - what one member of staff allows differs from another.	Female	36-45	White British	
19	Capener Ward	Neither Likely nor Unlikely		A mixed bay of different people - some confused.		I was in A&E for over 10 hours.	Male	over 65	White British	
1	Caroline Thorpe Ward	Extremely Likely		100% likely. The staff are just amazing. I, as the mother, was made to feel very welcome. Could not wish for better quality of care.		To be fair, I cannot think of anything. If I do, I will let you know.	Male	Under 16	White British	
2	Caroline Thorpe Ward	Extremely Likely		It is bright and airy. The staff have been very kind and good to me. Care has been fine. They are all considerate. The food is good.		None at this stage.	Male	over 65	White British	
3	Caroline Thorpe Ward	Extremely Likely		It is the doctors and nursing staff. They make us feel so welcome. Nice that I am fed as well so, yes,		No. I honestly cannot think of anything at all. The care shown to both me and our son has been excellent.	Male	Under 16	White British	

				all is very good.						
4	Caroline Thorpe Ward	Extremely Likely		The staff are really lovely - so supportive to us. But all the doctors and nurses, plus Sodexo staff, are great. So clean as well.		Medically, all fine. A couple of things that probably need looking at. One is the curtains in side room 4 - very difficult to open and close. The other thing is bottle brushes - the ones you have on the ward are difficult to use when cleaning feed bottles. I would recommend using a different supplier.	Female	Under 16	White British	
5	Caroline Thorpe Ward	Extremely Likely		The staff really take good care of you.		Nothing at all, thank you. Everything has been absolutely fine.	Male	Under 16	White British	
6	Caroline Thorpe Ward	Extremely Likely		All of the doctors and nurses are very kind and caring.		Apparently, I have to stay on the ward for approximately 3 weeks. If I see anything. I will fill in the form.	Female	Under 16	White British	
7	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff at Caroline Thorpe Ward are all amazing. The staff in particular that looked after [name withheld]. [Names withheld] have looked after her like she was their own family in an exceptionally professional manner. They made us feel at ease and listened to every word we said. We felt very safe.	Patient care: very on the ball, everything was done on time. Staff attitude: every single one was very helpful, happy and dedicated, even when busy.	Nothing. In all honesty, I am extremely happy with the care we were given.	Female	9-11	White British	
8	Caroline Thorpe Ward	Yes	Patient	I gave that answer because they all looked	Everything.	Nothing.	Female	9-11	White British	

				after me well, made me feel safe, made me better.						
9	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Brilliant service, staff all happy & helpful. Thank you so very much.	All of it.	Nothing.	Female	9-11	White British	
10	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are very helpful, nice and very cheerful. My son loved the nurses' help and company and would like to say a big thank you for helping and looking after [name withheld]. So grateful and thank you!	The nurses making me feel welcome and comfortable.	Nothing. Our stay was very delightful.	Male	Under 6	White British	
11	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff seem lovely and they were all very helpful.	Everyone was really nice and looked after my son very well.		Male			
12	Caroline Thorpe Ward	Yes	Not entered	The staff!! I normally go to Exeter or Bristol so staying here with my son for the first time I was nervous but the staff made us feel comfortable, the care provided to [name withheld] was brilliant. Everyone explained what was going on, the ward is clean and cheerful. [Names withheld] were extra brill.	Nothing's good about being away from your family, but everything overleaf answers this. They also welcomed my other children when visiting.	The hospital needs more food options for adults to go to.	Male	Under 6	White British	
13	Caroline Thorpe Ward	Yes	Parent/ Guardian/	Lovely staff. Clean and comfortable whilst	Friendly and helpful staff.	Happy with everything.	Female		White British	

			Carer	here. Thank you.						
14	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very nice, happy, friendly staff who make you feel at ease and comfortable.	Happy staff who are helpful and caring.	Nothing.	Female	12-15	White British	
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The care has been amazing, made [name withheld] feel comfortable.	The quality of care.	Everything was excellent.		9-11	White British	
16	Caroline Thorpe Ward	Yes	Not entered	Gives a comfortable stay and has TV for little people. Extremely friendly staff.	Staff making you feel comfortable.		Female	12-15	White British	
17	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff was absolutely amazing and were so helpful with my little boy.	When I struggled with my little boy, staff were really understanding and helped me be more confident in myself.	Nothing, they were amazing.	Male			
18	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly staff. Kept informed at all times.	Quick turnaround. Well informed and staff checked on me / baby regularly.	Nothing.	Female	Under 6	White British	
19	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	V. friendly and helpful.						
20	Caroline Thorpe Ward	Yes	Patient	Because I was cared for very well and treated with respect.	The doctors and nurses help you.	Give painkillers quicker.	Male	12-15	White British	
21	Caroline Thorpe Ward	Yes	Patient	Because everyone is nice.	The playroom, [illegible] PS4.	Internet.		9-11	White British	
22	Caroline Thorpe Ward	Yes	Patient	Lovely staff, very well looked after.	I was looked after so well good staff (the best).	Nothing, very good.	Male	12-15	White British	
23	Caroline Thorpe Ward	Yes	Parent/ Guardian/	Great staff, excellent facilities for kids			Female	Under 6	White British	

			Carer	(playing & toys).						
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care, lovely staff. Well looked after.	Care. Explanation of condition & how to use meds.		Female	9-11	White British	
25	Caroline Thorpe Ward	Yes	Patient				Male	12-15	White British	Do not publish
26	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really helpful. Understood diabetics (which isn't always the case at hospitals or doctors, surgeons). Everyone was friendly & helpful.	Everything.	I can't think of anything!!	Female	16-18	White British	
27	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff were kind & caring. My son was very well looked after and made his stay as pleasant as it could be.	Facilities & friendly staff.		Male	6-8	White British	
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	This is our second visit within a week and each time everyone has been so kind and caring, staff can't do enough for us. Thank you!	Lovely attitude of staff. Nice rooms. Free TV!		Male	6-8	White British	
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone was very lovely.	Everyone was nice.	Nothing.	Female	Under 6	White British	
30	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly & caring staff. Very patient with my 4-year old and made her feel special.	It was as comfortable as could be in a hospital.	Nothing. Thank you so much.	Female	Under 6	White British	
31	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very well cared for, nothing is too much trouble, very reassuring, very clean & tidy. Big selection of	Very thorough with care, friendly. Very informative, felt listened to. Good food. Mum & child	Nothing comes to mind.	Female	Under 6	White British	

				toys, books etc. for the children.	were looked after.					
32	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very child-friendly with playroom, DVD players, small wards, child-friendly decorations.	Attentive one-to-one staffing in a child-friendly approach.	A welcome leaflet would be an idea, setting out info like food times, visiting rules, playroom, parents' room, shop opening & [illegible] perhaps.	Female	Under 6	White British	
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are very kind and make your stay as smooth as possible.	Regular cups of tea provided.	Nothing, all was fine.	Male	Under 6	White British	
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We had a very positive experience. My son's needs were dealt with very quickly and efficiently. We couldn't have asked for more.	Great to have a parent bed beside my son. Parents' room was appreciated as I was able to make a hot drink.	We couldn't have asked for better care.	Male	12-15	White British	
35	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely staff who couldn't have been more helpful. Thank you.	Everything.		Female	Under 6	White British	
36	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The nurses & doctor made us feel at ease & explained everything.	The nurses & doctor.	N/A.	Female	Under 6	White British	
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely staff.	Good care.	We were in for 2 days getting an arm fixed & a long time for my little boy not to eat & be in pain. So was an awful long time. Busier than usual.	Male	9-11	White British	
38	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly & supportive, ensure to keep us up to date with info. Thank you.	Everything.	Nothing.	Male	Under 6	White British	
39	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful & understanding staff,						

			Carer	extremely patient.						
40	Caroline Thorpe Ward	Yes	Patient	Because the nurses are very nice.	Having some orange jelly.	Some cuddling from the nurses.	Female	Under 6	White British	
41	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Caring and supportive, was informed at every step to the way during my son's illness.	See previous page & nursing staff.					
42	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care and professional, friendly staff.	Fast treatment, nurses all kind and caring. Everything explained clearly.	Nothing!	Male	12-15	White British	
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing staff. Very well looked after from start to finish.	Everyone being so helpful. [Name withheld] enjoyed her fish and chips.	Happy with everything.	Female		White British	
44	Caroline Thorpe Ward	Yes	Not entered	Staff very friendly & helpful. Great services, parents' room, playroom. Really family-friendly.	Friendly, relaxed, excellent care.	Nil.	Female		White British	
45	Caroline Thorpe Ward	Yes	Not entered	Cool playroom, good people.	Playroom.	Buy more games.		6-8	White British	
46	Caroline Thorpe Ward	Yes	Patient	Staff are friend, by [name withheld] 6.		Nothing.	Female	6-8	White British	
47	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff we have seen today have been really helpful, friendly and caring towards my 8-yr old girl and my wife & I. All staff were really relaxed at all times, told us everything we needed to know while we were here. This also goes for A&E staff.	Staff made us feel important and cared about explaining fully what was going to happen, not only to us but more importantly to our daughter.	No. Big thank you to everyone from A&E nurses, doctors, up to the Caroline Thorpe Ward.	Female	6-8	White British	
48	Caroline	Yes	Parent/	Very polite & caring &	Caring, very.	Nothing.	Male	Under	White	

	Thorpe Ward		Guardian/ Carer	listen to exactly what you have to say.				6	British	
49	Caroline Thorpe Ward	Yes	Not entered	Was kept in the loop with everything going on! Nurses & doctors extremely lovely.	The nurses & doctors.	No.	Female	Under 6	White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff were really lovely and helpful. The care they gave my little boy was brilliant.	The care.	Food for parents.	Male	Under 6	White British	
51	Caroline Thorpe Ward	Yes	Patient				Male	16-18	White British	Do not publish
52	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff bent over backwards to help us. So helpful.	Was always kept informed all the time, very helpful.	Nothing.	Female		White British	
53	Caroline Thorpe Ward	Yes	Patient	The nurses looked after me well. They helped me.	Everything.	Nothing.	Female	9-11	White British	
54	Caroline Thorpe Ward	Yes	Patient	The staff is really friendly, caring and helpful.	The care.	Not much.	Female	12-15	White British	
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The best ward and staff. xx	The kind and caring staff.	Nothing.		6-8	White British	
56	Caroline Thorpe Ward	Yes	Not entered	I would never fault the NHS. The care my son received was everything I would expect from the hardworking, kind, caring staff & NDDH.	[Name withheld]'s care brilliant, the symptoms were acted upon asap & dramatic improvement within 24hrs.	A little bit more communication after an improvement was made, with regards to the next step (however, a very busy day).	Male	Under 6	White British	
57	Caroline Thorpe Ward	Yes	Not entered	[Name withheld] (children's nurse) happy & friendly. Thank you for your advice on breastfeeding.						

58	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	You are all very helpful & caring and great at your jobs.	Very helpful and always checking.	Nothing.	Male	Under 6	White British	
59	Caroline Thorpe Ward	Yes	Patient	The doctors and nurses were really nice and friendly and made my stay as enjoyable as it could be.	The food was nice and the playroom was cool.	They could have more things for teenagers.	Male	12-15	White British	
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nice staff - seen fast.			Male	Under 6	White British	
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone was very friendly and we were given lots to do. The staff were excellent.	The quality of the care.	The waiting time was very long but it was uncharacteristically busy so we didn't mind too much!	Female	9-11	White British	
62	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely staff, very friendly. [Name withheld] felt at ease and was able to talk to the staff. Thank you.	Staff friendliness to both myself and [name withheld].	Personally, nothing.	Male	9-11	White British	
63	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic, caring staff, friendly and always very helpful.	The way they looked after us.	Nothing.	Female	Under 6	White British	
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are friendly and engaging. Making sure that we were happy and had something to keep us occupied!	Nurses care. School gave us things to do. Playroom was fun!		Female	6-8	White British	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Efficient, friendly, engaging, good communication.	Got a private room as needed and changed cot to bed quickly. Bloods etc. done very quick.	Had Diffiam spray available??	Female	12-15	White British	
66	Caroline Thorpe Ward	Yes	Patient	Kind, friendly nurses, good care, good visiting hours, nice food & drink.	Kind staff.	Nothing. The best was done for me.	Female	16-18	White British	

67	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful and friendly staff.	We were seen very quickly and we feel that everyone cared about [name withheld].	Hot chocolate too milky. Less milk.	Male	Under 6	White British	
68	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We were looked after so well by all the amazing staff. My son felt very safe and felt very comfortable. Big thanks to [name withheld] who made sure we were both ok throughout and for being so kind! It makes me very proud to know our NHS has such wonderful people and such a good hospital! Also, thanks to [name withheld]!	The entire process was seamless from admission to discharge, the genuine care and consideration & bedside manner.	Nothing - the government ought to take note what a great hospital this is and reward staff more!	Male	Under 6	White British	
69	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff have been brilliant with my daughter. When I went to use the parent room the cleaners were extremely helpful.	All the nurses were extremely good and patient with my 6-yr old.	I wasn't made aware of the parents' facilities until the morning.	Female	6-8	White British	
70	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer					Under 6	White British	Do not publish
71	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care to both me & my son. Explained everything really well.	Good facilities, excellent staff.		Male	9-11	White British	
72	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff were great, level of care & the way they looked after my	Care (both medical & personal), attention to needs, really	N/A.	Male	6-8	White British	

				son was fantastic! Thank you!	lovely personal activities to keep him entertained.					
73	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	9-11	Other ethnic group	Do not publish
74	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone involved in his care, were friendly, attentive and had great communication.			Male	Under 6	White British	
75	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff we have encountered have been kind, compassionate and thoughtful to our needs. The level of care of both our baby & us, as parents, is exceptional.						
76	Caroline Thorpe Ward	Yes	Not entered	Excellent staff & facilities.	Care.	N/A.	Male	9-11	White British	
77	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very happy with everyone who has looked after us.		Nothing.	Female	6-8	White British	
78	Caroline Thorpe Ward	Yes	Patient	The people working on the ward were very helpful and kind.						
79	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff were lovely and I felt that everyone took their time to make sure [name withheld] was fully ok.	Whole experience - staff great.	Can't think of anything.	Female	Under 6	White British	
80	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind staff, informative, calm environment. Clean, tidy etc.	Dr's information of what was happening.	In / out access - always made to feel your in the wrong place when returning to ward.	Male	12-15	White British	

81	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	16-18	White British	
82	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful and caring.			Male	Under 6	White British	
83	Caroline Thorpe Ward	Maybe	Not entered	Communication between staff and other staff was not good, so communication with us was not good.	The nurses were fantastic.	The doctor could have, yes.	Female	Under 6	White British	
84	Caroline Thorpe Ward	Maybe	Patient				Female	12-15	White British	Do not publish
1	Fortescue Ward	Extremely Likely		Been treated pretty good and gentle by all staff.			Male	over 65	White British	
2	Fortescue Ward	Extremely Likely		The care and consideration given has been excellent.			Female	over 65	White British	
3	Fortescue Ward	Extremely Likely		Because the people are so thoughtful and helpful, caring and receptive towards the patients.			Female	over 65	White British	
4	Fortescue Ward	Extremely Likely		I cannot fault the staff one little bit. Truly amazing, dedicated and professional people, going above and beyond at all times, treating all patients with dignity at all times.		Regarding medical needs, medical care, cleanliness on the ward, even the food is good. One thing I would suggest and that is more nursing staff. These kind and hardworking people are run off their feet. A huge thanks from my husband and me as his wife/carer.	Male	56-65	White British	
5	Fortescue Ward	Extremely Likely		The staff have been kind.			Female	over 65	White British	

6	Fortescue Ward	Extremely Likely		The staff have been very good to me and the ward is clean too.			Female	over 65	White British	
7	Fortescue Ward	Extremely Likely		I have been looked after well.			Female	over 65	White British	
8	Fortescue Ward	Extremely Likely		The staff are good and knowledgeable.		More nurses are required.	Female	56-65	White British	
9	Fortescue Ward	Extremely Likely		Staff are very caring and attentive.		The food is bland and uninteresting and, at times, cold.	Female	over 65	White British	
10	Fortescue Ward	Extremely Likely		Everyone looks after you. You ring the bell and they come running.		All good, but the food could be a bit better.	Male	over 65	White British	
11	Fortescue Ward	Extremely Likely		All the nurses & staff work hard to make all patients feel comfortable, whatever their duties & however busy they are. The patient comes first.			Male	Over 65	White British	
12	Fortescue Ward	Extremely Likely		Very caring staff. From consultant to HCA treated with respect and dignity. Even when hard of hearing, made sure that I could understand what was happening at all times.			Male	Over 65	White British	
13	Fortescue Ward	Extremely Likely		Competent staff, kindness.		Need a system that you have heard that I have pressed the buzzer.	Female	Over 65	White British	
14	Fortescue Ward	Extremely Likely		Excellent care.			Female	Over 65	White British	
15	Fortescue Ward	Extremely Likely					Female	56-65	White British	Do not publish

16	Fortescue Ward	Extremely Likely		Kindness. Thank you!			Female	46-55	White British	
17	Fortescue Ward	Likely		The staff are very friendly and caring.			Female	over 65	White British	
18	Fortescue Ward	Likely		The staff are very friendly and helpful.			Female	over 65	White British	
19	Fortescue Ward	Likely		I was treated very kindly and politely by [name withheld] especially. All staff have been nice.			Female	Over 65	White British	
20	Fortescue Ward	Likely		Plenty of constant care and staff always helpful.		As usual, not enough money provided! But there is no doubt the present service is excellent!!	Male	Over 65	White British	
1	Glossop Ward	Extremely Likely		Excellent treatment from dedicated staff.			Female	over 65	White British	
2	Glossop Ward	Extremely Likely		The staff have been very good to me.			Female	over 65	White British	
3	Glossop Ward	Extremely Likely		Clean ward. Efficient and good staff.		The TV is too expensive.	Male	over 65	White British	
4	Glossop Ward	Extremely Likely		Everyone has been polite and responsive.			Male	56-65	White British	
5	Glossop Ward	Extremely Likely		I have been well looked after by friendly staff.			Male	over 65	White British	
6	Glossop Ward	Extremely Likely		All the staff, nurses, kitchen staff and cleaners are all nice. They will do anything you ask and answer questions. The ward is comfortable and clean. The food choices I have made have been fine.		No. I am quite happy with the service.	Female	over 65	White British	
7	Glossop Ward	Extremely Likely		The staff are very helpful and caring.		None at all. Everything is perfect as far as I am	Female	over 65	White British	

				They will do anything for you. I cannot fault them. Nothing is a problem. The facilities are good. The food choices are good - really nice with a range of portion sizes. I can't fault the care.		concerned.				
8	Glossop Ward	Extremely Likely		Staff are friendly, helpful and understanding.			Female	56-65	White British	
9	Glossop Ward	Extremely Likely		Well treated by all staff.			Male	56-65	White British	
10	Glossop Ward	Extremely Likely		The staff have been excellent.		The food has been bland and cold.	Male	over 65	White British	
11	Glossop Ward	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
12	Glossop Ward	Extremely Likely					Female	46-55	White British	Do not publish
13	Glossop Ward	Extremely Likely		The staff were very welcoming and have been very kind and supportive.		Not really.	Male	26-35	White British	
14	Glossop Ward	Extremely Likely		Nurses and HCA's, Sodexo etc are brilliant. I have been in and out of the hospital over the last three months - spent about seven weeks of that time. I am just so uptight with the wait for my results.		My only complaint is the waiting for results and then I can get started on any treatment .	Male	16-25	White British	
15	Glossop Ward	Extremely Likely		The staff are all very attentive.		No, all is very good.	Male	26-35	White British	

16	Glossop Ward	Extremely Likely		Care excellent staff very understanding and show empathy. All issues dealt with.		No.	Female	Over 65	White British	
17	Glossop Ward	Extremely Likely		Staff very efficient and caring. Happiness and laughter could be heard.			Female	Over 65	White British	
18	Glossop Ward	Extremely Likely		Staff are very nice, courteous & helpful.		More staff - I feel with more staff on the ward if the patients required help we would be seen quicker.	Male	Over 65	White British	
19	Glossop Ward	Extremely Likely		Everyone is nice and they are all kind and caring. They all do their jobs well and will sit and talk with you. Regards to all. Thank you. Bless you all. x		No, it is all good.	Female	Over 65	White British	
20	Glossop Ward	Extremely Likely		Staff are friendly and attentive, always try to do their best for you as a patient. I cannot fault them. Thank you all so much.			Female	Over 65	White British	
21	Glossop Ward	Extremely Likely		Nothing is too much trouble for the doctors, the nurses and not forgetting the tea ladies etc. they all have given me that extra help. I think the hospital deserves top marks.		No need for improvement excellent as it is.	Female	Over 65	White British	
22	Glossop Ward	Extremely Likely		Everyone has been extremely caring. I had confidence in the care I		On the board entering the ward it states 'home before lunch' giving an incorrect	Female	Over 65	White British	

				received - from everyone in this very busy ward.		hope to patients cleaving discharge.				
23	Glossop Ward	Extremely Likely		Wonderful service good team work 10/10 Thank you.		None.	Male	Over 65	White British	
24	Glossop Ward	Extremely Likely		Every single person I dealt with was very pleasant & professional. I was given excellent care and all the staff are a credit to their profession.			Female	Over 65	White British	
25	Glossop Ward	Extremely Likely		The care here must be among the best in the country. The service is brilliant. All run with great efficiency. Thank You!		The service at this hospital is second to none - care and service excellent. The nurses are wonderful.	Female	Over 65	White British	
26	Glossop Ward	Extremely Likely		Staff friendly, helpful and informative.			Male	Over 65	White British	
27	Glossop Ward	Extremely Likely		Everyone is so helpful & friendly.			Female	26-35		
28	Glossop Ward	Extremely Likely					Female	Over 65	White British	
29	Glossop Ward	Extremely Likely		All the staff are very friendly and very helpful.		Don't move patient in the middle of the night.	Female	46-55		
30	Glossop Ward	Extremely Likely		Everyone has been so kind and caring. Thank you.			Female	Over 65	White British	
31	Glossop Ward	Extremely Likely		Was treated very well, staff were very nice & friendly and I was very well cared for.		No.		56-65	White British	

32	Glossop Ward	Extremely Likely		Very well treated, not looked down on because I'm in here for my alcohol use.			Male	26-35		
33	Glossop Ward	Extremely Likely		Because I have received good treatment and staff are friendly and very professional in what they do.			Male	Over 65	White British	
34	Glossop Ward	Extremely Likely		Friendly atmosphere. Felt like I was part of family.			Female	56-65	White British	
35	Glossop Ward	Extremely Likely		All the staff who work or serve on Glossop Ward proved to be kind, patient and did everything that was requested with lovely attitude.		Massive review and thought into the horrendous waiting time from pharmacy. It's appalling - (poor souls).	Female	Over 65	White British	
36	Glossop Ward	Extremely Likely		Because the [illegible] so kind considerate nothing was too much trouble for them. It was a pleasure to know them. From [name withheld].		Please give the staff more money. If you where here with them you understand.	Female	Over 65		
37	Glossop Ward	Extremely Likely		Because you are all great, kind & helpful. God bless you all. I'm going to start doing the Lotto and I hope I come up big because I will bring in [illegible] I get for you all. I mean this with the bottom of my heart.		Ask all (well) in fact I think all famous people should give some of there wages to the hospital.	Female	56-65	White British	

38	Glossop Ward	Extremely Likely		Looked after very well.			Female	Over 65		
39	Glossop Ward	Extremely Likely		The quality of care & safe & comforting environment created by the team make an uncomfortable situation more bearable.		No.	Male	26-35	White British	
40	Glossop Ward	Extremely Likely		I have been in this ward a number of times, I am very pleased with the treatment I have received. This time I miss the opportunity to see [name withheld]. I miss you all. From [name withheld].		I am lucky I can make the staff understand my treatment. Had it a long time.	Female	Over 65	White British	
41	Glossop Ward	Extremely Likely		Staff very good at looking after us. Always there to lend a hand and always very friendly.		No.	Male	Over 65	White British	
42	Glossop Ward	Extremely Likely		Being from Wales, this is the finest hospital outside of there I've been in. The staff, from the consultant to the auxiliary staff, are amazing and if, God forbid, I'm taken ill again outside Wales I hope it's here.			Female	56-65	White British	
43	Glossop Ward	Likely					Female	16-25	White British	

44	Glossop Ward	Likely		I have had very good care – thank you.			Male	Over 65	White British	
45	Glossop Ward	Likely		Staff have been very friendly and helpful, [names withheld] in particular as they were on shift much of the time. Slightly disappointed no doctor spoke to me on Tuesday 17th April, despite being bedside from 10.45 - 21.00.		Perhaps the reintroduction of a quiet period early afternoon. Always quite noisy on the ward and loud noises frighten mum since the onset of her dementia. Always try and spare a word of reassurance even when the patient cannot always communicate back as in mum's case because of her dementia.	Male	46-55	White British	
46	Glossop Ward	Likely					Male	Over 65	White British	Do not publish
47	Glossop Ward	Likely					Female	Over 65		
48	Glossop Ward	Likely		Apart from losing my pyjama jacket, my experience was satisfactory, apart from the staff who were exemplary. Thank you all.		Quicker discharge time would be good. (ha ha)	Male	Over 65	White British	
49	Glossop Ward	Likely		Very friendly staff. All needs I had were catered for. Regularly attended for obs and letting me know what was going on.		Too many alarms going off through the day and night.	Male	56-65	White British	
50	Glossop Ward	Likely						46-55	White British	
51	Glossop Ward	Likely		COPD. Very good care.		All seems all good in care.	Female	Over 65	White British	
52	Glossop Ward	Neither Likely nor		I still don't feel like I am ready to be		The hands-on staff are amazing, it's just the	Male	26-35	White British	

		Unlikely		discharged as this time last week I was in a coma and 3 days after waking up I am still in withdrawal, I find it hard to swallow and to keep anything down. So not a happy person.		management who want to see one in and one out quickly.				
53	Glossop Ward	Not entered		Very good - met my needs. Told all I needed to know but often more vocal patients received attention first. Would not recommend hospital unless needed.			Female	Over 65	White British	
54	Glossop Ward	Not entered		Very friendly staff. I was well looked after. Liked the ice cream.		Service was good.	Male	Over 65	White British	
55	Glossop Ward	Not entered		Everyone has their own tastes.		Allow more freedom for smokers in outside [illegible].	Male	Over 65	White British	
1	King George V Ward	Extremely Likely		A clean ward. The staff are pleasant.		A&E needs improving. The seats are hard wood.	Male	over 65	White British	
2	King George V Ward	Extremely Likely		Very efficient and friendly staff.			Male	over 65	White British	
3	King George V Ward	Extremely Likely		Clean. The nursing has been very good and understanding.		More nursing staff needed.	Female	over 65	White British	
4	King George V Ward	Extremely Likely		Everyone is kind and informative.		More nursing staff required.	Female	over 65	White British	
5	King George V Ward	Extremely Likely		The staff are friendly and helpful.		More staff required.	Male	46-55	White British	
6	King George V Ward	Extremely Likely		Because the staff have been pleasant and helpful.		Heating required in the ward - very cold at times.	Female	over 65	White British	

7	King George V Ward	Extremely Likely		The staff are all fantastic.		The staff are stretched at times.	Female	56-65	White British	
8	King George V Ward	Extremely Likely		A pleasant, clean ward. The staff are all so pleasant.			Female	over 65	White British	
9	King George V Ward	Extremely Likely		Very attentive. Look after you very well.		More money for nurses.	Female	over 65	White British	
10	King George V Ward	Extremely Likely		The staff are wonderful. Clean. Tidy.		Very good as it is.	Male	over 65	White British	
11	King George V Ward	Extremely Likely		Staff and efficiency. Very helpful.		A&E was not busy but waited for 6 hours with little information in respect of beds.	Male	26-35	White British	
12	King George V Ward	Extremely Likely		Everything is so good - cannot be faulted.		No. I am amazed by what is done.	Female	56-65	White British	
13	King George V Ward	Extremely Likely		A very quiet ward - peaceful at night.		Good as it is, but more investment in staff.	Female	over 65		
14	King George V Ward	Extremely Likely		The hospitality of the staff.		Great as it is.	Male	26-35	White British	
15	King George V Ward	Extremely Likely		The staff are very good. Call-attention is first class.		Too early to comment but excellent as it is.	Male	over 65	White British	
16	King George V Ward	Extremely Likely		Response very good - kind and helpful.		Satisfied as it is.	Female	56-65	White British	
17	King George V Ward	Extremely Likely		Everyone has been professional.			Male	36-45	White British	
18	King George V Ward	Extremely Likely		All the staff have been good.		Staff appear to be working flat out all the time.	Female	56-65	White British	
19	King George V Ward	Extremely Likely		The staff have been very attentive.			Female	26-35	White British	
20	King George V Ward	Extremely Likely		Dedicated and friendly staff.			Female	over 65	White British	
21	King George V Ward	Extremely Likely		Well looked after by all.			Male	over 65	White British	
22	King George V Ward	Extremely Likely		Welcoming. Relaxing. The staff are all so kind		To be truthful. no. Amazing staff, all so kind and caring.	Prefer not to	over 65	White British	

				and very supportive. They are run off their feet.		The doctors are wonderful. The ward is spotlessly clean. I have not eaten much but there seems to be a good variety and what I have eaten has been good.	say			
23	King George V Ward	Extremely Likely		Very well looked after by very busy staff - they never stop.		Not really. I do not like hospitals but all seems very good. I must say, all is very clean and tidy.	Female	over 65	White British	
24	King George V Ward	Extremely Likely		Brilliant doctors, nurses, Sodexo staff - all of them always ready to help in any situation. All credit to them.		Not at all. Everything is fine, thank you.	Female	46-55	White British	
25	King George V Ward	Extremely Likely		Brilliant, absolutely brilliant. Would not really like to be anywhere else.		Medically, all fine. Cleanliness is A1. The food is a bit bland. All work together, on the go all the time - a very good team. Arrived via Petter Ward - once again, very professional.	Female	Prefer not to say	White British	
26	King George V Ward	Extremely Likely		The hardworking staff from cleaning, housekeeping, food serving, to nurses and doctors. They just cannot do enough for you.		Fantastic from my going to Petter Ward yesterday right through to the present time. Wonderful, professional, caring and kind people.	Female	46-55	White British	
27	King George V Ward	Extremely Likely		Fascinated by it all, actually. After where we lived before, this place is a palace. Doing the job they are paid to do, of course, but my		I, as the daughter, can tell you that they have treated my father with total care and looked after all his needs. Spotlessly clean. Good food I will say, as well.	Male	over 65	White British	

				word the staff here are truly wonderful.		No complaints at all.				
28	King George V Ward	Extremely Likely		Nurses v. kind & efficient. Thank you.			Female	Over 65	White British	
29	King George V Ward	Extremely Likely		Great team and very friendly.			Female	16-25	White British	
30	King George V Ward	Extremely Likely		Staff were friendly & ready to answer any questions I might have. Care was efficient & I felt staff respected my dignity & privacy.			Female	26-35	White British	
31	King George V Ward	Extremely Likely		The care given by doctors and nurses gives the perception of being in a safe environment. Nothing is too much trouble and no question too daft.			Male	Over 65	White British	
32	King George V Ward	Extremely Likely		Everyone on the ward was fantastic, took great care of me and really looked after me. Thank you!			Female	26-35	White British	
33	King George V Ward	Extremely Likely		Friendly, helpful staff, nothing is too much trouble. All work as a team.		Quicker discharge would be good.	Female	56-65	White British	
34	King George V Ward	Extremely Likely		Staff friendly, helpful, do fantastic work with the patients.			Female	Over 65	White British	
35	King George V Ward	Extremely Likely		All staff were amazing!!!			Female	46-55	White British	
36	King George V Ward	Extremely Likely		Everyone has been more amazing & supportive than I could		Better pain management and frequency of communication on this	Female	26-35	White British	

				ever have imagined. With the exception of one nurse, I had a positive stay during a dark time.		[illegible] same subject.				
37	King George V Ward	Extremely Likely		Nurses were amazing with their standard of care, despite being rushed off their feet.		Too bright at night.	Female	36-45	White British	
38	King George V Ward	Extremely Likely		Everyone was kind, caring & supportive. The only problem was the time everything took as my [age omitted] year old mum was absolutely knackered when we eventually left.		Sorry, no.	Female	Over 65	White British	
39	King George V Ward	Extremely Likely		Care couldn't have been bettered.			Male	Over 65	White British	
40	King George V Ward	Likely		The staff are very friendly.		Very good as it is, but too big a question to answer at present.	Male	over 65	White British	
41	King George V Ward	Likely		Very friendly. Clean. Welcoming.		Satisfied as it is.	Female	46-55	White British	
1	Lundy Ward	Extremely Likely		Everyone has been nice and friendly.			Male	over 65	White British	
2	Lundy Ward	Extremely Likely		Everyone has been very helpful.		The food needs improving - haven't had a meal yet that I've ordered. Because of my condition I can only eat certain things.	Male	over 65	White British	
3	Lundy Ward	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
4	Lundy Ward	Extremely Likely		Well looked after by a dedicated team.			Male	over 65	White British	

5	Lundy Ward	Extremely Likely		Brilliant all round care. Felt safe & listened to & that the teamwork was beautifully achieved.		Yes. Don't lose you staff, give them what they need and a salary that shows respect.	Female	Over 65	White British	
6	Lundy Ward	Extremely Likely		All [illegible] good old NHS.			Male	Over 65	White British	
7	Lundy Ward	Extremely Likely		All the staff have been fantastic and should be paid a lot more.		More staff, shorter shifts, more money for the girls.	Male	46-55	White British	
8	Lundy Ward	Extremely Likely		Excellent communications between nurses & patients.			Female	Over 65	White British	
9	Lundy Ward	Extremely Likely		Everyone really helpful, kind patient & considerate. Felt safe.		Food could be hotter.	Male	Over 65	White British	
10	Lundy Ward	Extremely Likely		Very helpful, kind staff, sympathetic. Allowed my daughter to stay when I needed reassurance etc.			Male	Over 65	White British	
11	Lundy Ward	Extremely Likely		Having an individual room with all facilities, TV, radio, shower, toilet etc. makes a huge difference to your stay in hospital. Very quiet and very private but at the press of a button nursing help is to hand. I couldn't have wished for anything better (apart from a sauna and jacuzzi). Thank you. xxx		No, you already have 11 out of 10.	Male	Over 65	White British	

12	Lundy Ward	Extremely Likely		The care given was first class. I was treated with respect and food was good.			Female	Over 65	White British	
13	Lundy Ward	Extremely Likely		Everyone throughout the staff have been excellent, very caring, they have all been wonderful.		Get rid of prime minister and health secretary.	Male	Over 65	White British	
14	Lundy Ward	Extremely Likely		Staff very friendly and explaining things so I understand what is going on.			Male	56-65	White British	
15	Lundy Ward	Extremely Likely		I have been quite sick and the quality of care & attention I received from the staff on Lundy Ward has been exceptional. Despite being under a lot of pressure, nothing was too much trouble and I really appreciated the time spent with me, helping with showing & managing my stoma bag.		Use the hospital wrist bands with bar code readers to help track the movement of patients from one place to another within the hospital.	Female	56-65	White British	
16	Lundy Ward	Extremely Likely		Because everyone is very caring, kind and helpful. Just can't do enough for me. Wonderful.		I don't feel you can improve the service.	Female	Over 65	White British	
17	Lundy Ward	Extremely Likely		Amazing staff. Well done, Lundy.		Noisy at night.		Over 65	White British	
18	Lundy Ward	Extremely Likely					Female	56-65	White British	
19	Lundy Ward	Extremely		Staff very friendly,			Male	56-65	White	

		Likely		nothing is too much trouble for them.					British	
20	Lundy Ward	Extremely Likely					Female	Over 65	White British	
21	Lundy Ward	Extremely Likely		Very friendly, professional staff, never made to think you are a problem. On my time on this ward I can only say a very big thank you to all the people that have looked after me.			Male	Over 65	White British	
22	Lundy Ward	Extremely Likely		Staff are all very friendly and helpful.		None. Very good.	Male	Over 65	White British	
23	Lundy Ward	Extremely Likely					Male	Over 65	White British	
24	Lundy Ward	Extremely Likely		The staff are excellent and try to do everything to make your stay in hospital comfortable even though they are extremely busy. Nothing is too much trouble. Always very polite and courteous.			Female	56-65	White British	
25	Lundy Ward	Extremely Likely		Lundy Ward team has been extremely good to me, kind.		Nothing.	Female	56-65	White British	
26	Lundy Ward	Extremely Likely		The staff are very good.		No.	Male	Over 65	White British	
27	Lundy Ward	Likely		Not enough room in bathroom. Need handrails and seat-raiser.		See over!	Female	Over 65	White British	

28	Lundy Ward	Likely		Good nursing care.			Male	26-35	White British	
1	Staples Ward (Stroke Unit)	Extremely Likely		It is so clean and the nurses are very nice. The food is great - you get a very good selection. I cannot find any fault with the care given by all the staff.		None. All is ok.	Female	over 65	White British	
2	Staples Ward (Stroke Unit)	Extremely Likely		The staff have looked after me well. The nurses are good and overworked. They need more staff. I have been on the ward for 5 weeks and I find the food not to my taste. The meat can be tough and salad ingredients are stalky and chunky. I don't eat much of the meals.		More nursing staff. I would like the food to be hotter.	Male	over 65	White British	
3	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been kind, considerate, and understanding.			Female	over 65	White British	
4	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been so pleasant and understanding.			Female	over 65	White British	
5	Staples Ward (Stroke Unit)	Extremely Likely		The level of care and treatment is very good. Very hardworking staff.		Nothing that comes to mind. All very clean. The food is also good - a very good choice.	Male	over 65	White British	
6	Staples Ward (Stroke Unit)	Extremely Likely		Because the staff are so caring and professional. I have been involved with a number of the staff		Impressed by the general cleanliness on the ward. So far, I cannot think of any improvements. One thing I do find is that the radio is a	Male	over 65	White British	

				and all have been faultless.		bit loud and can be quite intrusive to my way of thinking. I do not like to say anything as other people seem to be enjoying it.				
7	Staples Ward (Stroke Unit)	Extremely Likely		A very good ward. I would never say total excellence, as that leaves no room to improve. I most certainly give the professional staff top marks as nothing is too much trouble for any of them. I have witnessed myself the kindness and patience shown to other people on our bay and I am very impressed by the care shown.		Nothing really. I am holidaying in Devon and awaiting to be transferred home. I must say my care has been fantastic. May I thank all the staff for the care shown.	Male	over 65	White British	
8	Staples Ward (Stroke Unit)	Extremely Likely		10 out of 10. Everyone is so kind and helpful at all times. The staff from Sodexo to consultants, the cleanliness, the food and the care is all of the highest standard.		I can only say thank you. The junior doctor is lovely, coming to explain my medication before my discharge. Wonderful hospital. No complaints.	Female	over 65	White British	
9	Staples Ward (Stroke Unit)	Extremely Likely		The staff treat me very well. Anything I ask, nothing is too much trouble.		From Sodexo to consultants, all very good.	Female	over 65	White British	
10	Staples Ward (Stroke Unit)	Extremely Likely		10 out of 10. Looked after very well in all ways.		I don't think so. Everything has been very good.	Female	over 65	White British	
11	Staples Ward	Extremely		I am a patient here at		There's always room for	Female	Over	White	

	(Stroke Unit)	Likely		the moment and I have viewed the care and comfort given to everyone which is remarkable. Nothing too much trouble.		improvement anywhere but here is spot on!		65	British	
12	Staples Ward (Stroke Unit)	Extremely Likely		The staff are so friendly and look after you really well.			Female	Over 65	White British	
13	Staples Ward (Stroke Unit)	Extremely Likely		Very friendly and helpful staff and very caring.			Female	Over 65	White British	
14	Staples Ward (Stroke Unit)	Extremely Likely		Caring and responsive staff. Clean and bright facilities. Excellent medical care from A&E through to smooth transfer onto ward (although wait time in A&E was excessive - 9hrs (!!)) from triage until bed found!)		Not really - staff all very professional even though at times they were clearly under duress - always gave time to each patient.	Female	46-55	White British	
15	Staples Ward (Stroke Unit)	Extremely Likely		Friendly & courteous staff. All kind and informative, very helpful and professional. Nice outlook from hospital window.			Female	Over 65	White British	
16	Staples Ward (Stroke Unit)	Extremely Likely		Kindness from all the staff, very helpful.		No.	Male	56-65	White British	
17	Staples Ward (Stroke Unit)	Likely		I have been looked after well.			Male	over 65	White British	
18	Staples Ward (Stroke Unit)	Neither Likely nor Unlikely		The staff are very overworked.		Not really. Well. I don't think so anyway.	Female	over 65	White British	
1	Tarka Ward	Extremely		The staff are very co-		Satisfied the way it is.	Male	over 65	White	

		Likely		operative and helpful.					British	
2	Tarka Ward	Extremely Likely		Nothing is too much trouble.		Very good as it is.	Male	over 65	White British	
3	Tarka Ward	Extremely Likely		Very impressed by the staff. Treatment of patients is very good.		No - good as it is.	Female	over 65	White British	
4	Tarka Ward	Extremely Likely		All friendly and responsive.		Satisfied as it is.	Female	over 65	White British	
5	Tarka Ward	Extremely Likely		Very clean.		No. Good as it is	Female	over 65	White British	
6	Tarka Ward	Extremely Likely		Nice, friendly staff.		More staff, but I appreciate the problem.	Female	over 65	White British	
7	Tarka Ward	Extremely Likely		All the staff are so kind.		Wonderful as it is.	Female	over 65	White British	
8	Tarka Ward	Extremely Likely		Nothing is too much trouble - dedicated staff.		Excellent as it is.	Male	over 65	White British	
9	Tarka Ward	Extremely Likely		The staff are all so helpful and available.		Satisfied as it is.	Male	over 65	White British	
10	Tarka Ward	Extremely Likely		The atmosphere is very good.		No - good as it is.	Male	over 65	White British	
11	Tarka Ward	Extremely Likely		The staff are so good.		Satisfied as it is.	Male	over 65	White British	
12	Tarka Ward	Extremely Likely		Everyone has been very attentive.			Female	56-65	White British	
13	Tarka Ward	Extremely Likely		The staff has been so kind and helpful. Nothing is too much trouble.		Staff appear to be under pressure all the time. I stayed in the recovery room for hours because of the lack of available beds.	Female	over 65	White British	
14	Tarka Ward	Extremely Likely		Good ward.		Try to improve the waiting time for operations before coming in.	Female	over 65	White British	
15	Tarka Ward	Extremely Likely		The staff have been kind and helpful.		Lack of space for patients' clothing.	Female	over 65	White British	
16	Tarka Ward	Extremely		The staff are second to			Female	56-65	White	

		Likely		none. A clean ward.					British	
17	Tarka Ward	Extremely Likely		The staff have been excellent.			Male	over 65	White British	
18	Tarka Ward	Extremely Likely		Very friendly staff & very obliging.			Male	Over 65	White British	
19	Tarka Ward	Extremely Likely		Five star service.		None.	Male	Over 65	White British	
20	Tarka Ward	Extremely Likely		The staff are brilliant, the care received was excellent, all the nurses were so caring & nothing was too much trouble.		I couldn't find fault with anything.	Female	Over 65	White British	
21	Tarka Ward	Extremely Likely		The nurses & doctors were wonderful. I couldn't fault them.			Female	Over 65	White British	
22	Tarka Ward	Extremely Likely		Care, attention, kindness, efficient, well ordered. Extremely good staff.			Female	Over 65	White British	
23	Tarka Ward	Extremely Likely		Everyone is so kind and looked after me well.			Female	Over 65	White British	
24	Tarka Ward	Extremely Likely		An excellent hospital, with very good care. Food very enjoyable. Friendly and caring staff.		No.	Female	Over 65	White British	
25	Tarka Ward	Extremely Likely		General care and efficiency was extremely good. Everything was spotlessly clean. All the staff were excellent. The only criticism was the long wait for medication.		Cannot find fault with anything! (except pharmacy)	Male	Over 65	White British	

26	Tarka Ward	Likely		Well looked after.		The side room toilet needs somewhere to hang towels and shelving for toiletries.	Male	over 65	White British	
27	Tarka Ward	Likely		Although obviously overworked and low on staff, I was cared for to the best of staff ability.		Toilet / washroom - nowhere to hang towel. No cabinet for toiletries.	Male	Over 65		
1	Victoria Ward	Extremely Likely		The nurses are very good. They answer the bells quickly and offer the right kind of care. The food is very good with a good selection to choose from with ample portions.		None.	Female	over 65	White British	
2	Victoria Ward	Extremely Likely		The staff are brilliant - nothing is too much trouble for them. They are all very cheerful and happy people. All the facilities are good. The food is good with the right size portion. The breakfast porridge was beautiful!!		I don't think they can improve the service as it is brilliant.	Female	over 65	White British	
3	Victoria Ward	Extremely Likely		There is always someone to help, you don't feel isolated. All the staff from cleaners, nurses and clinical staff have been very nice.		I can't think of anything at the moment. I am so grateful to still be here (alive).	Female	over 65	White British	
4	Victoria Ward	Extremely Likely		They make it feel like home. I appreciate everything they do. All the staff are friendly. They are easy to talk		None. I cannot fault anything.	Female	over 65	White British	

				to. You are not pushed off to bed too early at night. Facilities are good and help is offered when required.						
5	Victoria Ward	Extremely Likely		The nurses are very attentive and they keep you informed. It seems a very happy community on this ward considering what we are in for.		None.	Male	over 65	White British	
6	Victoria Ward	Extremely Likely		The staff are generally very jovial. Nothing is ever too much trouble. The facilities are fine. The food is good with a good selection.		No, not really.	Male	56-65	White British	
7	Victoria Ward	Extremely Likely		All of the staff treat us as friends. Nothing is ever too much trouble for any of them. The facilities are brilliant. It feels like home. The hospital is small enough to care. The food is very good - the salad is always fresh and crispy. A special mention goes to the lady who delivers the breakfast - she puts the hard butter under the toast so that it is then easy to spread.		None. How can you improve on excellent!	Male	over 65	White British	
8	Victoria Ward	Extremely Likely		It is bright and airy. The staff have been		None at this stage.	Male	over 65	White British	

				very kind and good to me. Care has been fine - they are all considerate. Food is good.						
9	Victoria Ward	Extremely Likely		Well managed and professional.		Perfect as it is.	Male	over 65	White British	
10	Victoria Ward	Extremely Likely		Nothing is too much trouble.		Great as it is.	Male	over 65	White British	
11	Victoria Ward	Extremely Likely		The staff are so nice and friendly. Very clean.		Just wish communication with doctors was a little better.	Female	over 65	White British	
12	Victoria Ward	Extremely Likely		All very helpful.		No - very good as it is.	Female	over 65	White British	
13	Victoria Ward	Extremely Likely		Only been in a short time but very good so far. The staff are kind.		Good as it is.	Female	over 65	White British	
14	Victoria Ward	Extremely Likely		The staff cannot be faulted.		Very frustrated at waiting to go to RD&E.	Male	over 65	White British	
15	Victoria Ward	Extremely Likely		Friendliness of the staff. Responsiveness. Outstanding level of service care.			Male	36-45	White British	
16	Victoria Ward	Extremely Likely		1. Because all staff are approachable & friendly. They also go out of their ways to meet all your needs. 2. Staff are knowledgeable and good at explaining complicated medical terms. Extremely professional at all times. I am thankful for the care of Victoria Ward.		N/A.		36-45	White British	

17	Victoria Ward	Extremely Likely		All the staff have been just brilliant. They have shown nothing but kindness and professionalism in a time when the NHS is so significantly struggling. They have always answered my many, many questions & I have nothing but admiration for them all.		Better food choices would be good.	Female	56-65	White British	
18	Victoria Ward	Extremely Likely		Very kind & most considerate. Many thanks.		Service was great, I can't improve on it. Thank you.	Female	Over 65	White British	
19	Victoria Ward	Extremely Likely		Wonderful staff, caring & kind. Thank you.			Female	Over 65	White British	
20	Victoria Ward	Likely		Nurses and other staff are superb.		Satisfied as it is.	Female	over 65	White British	
21	Victoria Ward	Likely		The staff are all good but I find the hospital routine hard to adjust to.		More staff are needed at times.	Female	over 65	White British	
22	Victoria Ward	Likely					Female	Over 65	White British	
23	Victoria Ward	Likely		Excellent care.			Female	Over 65		
24	Victoria Ward	Unlikely		No communication.		More investment needed.	Male	over 65	White British	