

## Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - May-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 made public
1	ASU Orthopaedics	Extremely Likely		It is a lovely ward. The staff attend to us very well at all times.		I can't think of anything. The hospital have been wonderful. Thank you. At my age, I suppose I am doing well.	Female	over 65	White British	
2	ASU Orthopaedics	Extremely Likely		Wonderful, absolutely wonderful care from all of the staff, making you feel very welcome at all times. Nothing at all fazes them, Sodexo through to consultants.		I don't think so. Sometimes even the small portions of food are too much for me, but very nice all the same. The staff, when they have time, put tables in the middle of the bay, meaning we can sit closer to have a chat over lunch, serviettes, the lot. How people can fault this lovely hospital I do not know. So impressed.	Female	over 65	White British	

						Also, wonderfully clean at all times.				
3	ASU Orthopaedics	Extremely Likely		Top notch - cheerful, kind, helpful and welcoming. Genuinely show affection at all times, always a smile and a kind word at all times, showing so much patience to all of the patients. And we have witnessed in this bay that they get some pretty awkward customers.		I think I have covered everything really. I will always be grateful to you all.	Female	over 65	White British	
4	ASU Orthopaedics	Extremely Likely		I don't like asking any of the staff to do anything. They are truly marvellous but so busy, never stop.		I don't know really - I can't remember much.	Female	over 65	White British	
5	ASU Orthopaedics	Extremely Likely		Just amazing staff. The cleanest ward I have yet been in. The food is served and the presentation is good. An amazing speech therapist has been able to work with me. I have gone from asking for things by picture book to getting so much of my speech back. From silly jumbled words to being able to talk to people again is like a miracle to me. So		Nothing I can think of personally. There are hundreds of people I would like to thank. All has been superb.	Female	over 65	White British	

				much care, kindness and patience has been shown to me.						
6	ASU Orthopaedics	Extremely Likely		Exceptional care shown at all times. All medication, procedures etc. fully explained by very professional people. I just cannot fault anything.		Not at all. Actually, a lot of hospitals could learn from these people. The dignity and respect they show is wonderful. A huge thank you to everyone here.	Female	over 65	White British	
7	ASU Orthopaedics	Extremely Likely		Everything you can possibly need in your care is provided for us at a very high standard. I just cannot fault the staff in any way. The ward is clean and tidy. Food is more than adequate.		No. Even my ambulance car ride from Bude - the driver was amazing. But the care given here has been amazing, absolutely amazing care. From cleaning staff to the top.	Female	over 65	White British	
8	ASU Orthopaedics	Extremely Likely		The staff are very good - extremely overworked but they all do a fantastic job in caring for us. Welcoming - always a smile.		Only more help for the staff - they never seem to stop. Plus, some of the patients show them no respect at all. But I can honestly say these staff are wonderful.	Female	over 65	White British	
9	ASU Orthopaedics	Extremely Likely		The staff have been very good.			Female	over 65	White British	
10	ASU Orthopaedics	Extremely Likely		The staff are very friendly.			Female	over 65	White British	
11	ASU Orthopaedics	Extremely Likely		The staff have been very good to me.			Female	over 65	White British	
12	ASU Orthopaedics	Extremely Likely		Very hardworking staff.			Female	over 65	White British	
13	ASU Orthopaedics	Extremely Likely		The nursing staff can't do enough for you.			Female	56-65	White British	

14	ASU Orthopaedics	Extremely Likely		The quality of care has been exceptional.			Female	over 65	Other ethnic group	
15	ASU Orthopaedics	Extremely Likely		Well looked after by dedicated staff.			Female	over 65	White British	
16	ASU Orthopaedics	Extremely Likely		The staff are very good.			Female	over 65	White British	
1	Capener Ward	Extremely Likely		Everyone looking after me is doing a great job.		I do not see the doctors very often - more visits would be appreciated.	Male	over 65	White British	
2	Capener Ward	Extremely Likely		It is clean. The staff are caring. They are approachable, with a good sense of humour.		All good.	Female	over 65	White British	
3	Capener Ward	Extremely Likely		The staff are here for you at all times.		Everything is good. The staff are brilliant.	Female	over 65	White British	
4	Capener Ward	Extremely Likely		The staff look after you and meet your needs.		The food is not as good as Exeter hospital. The selection options and the quality could be better.	Male	56-65	White British	
5	Capener Ward	Extremely Likely		The friendliness of the staff has been excellent.			Female	over 65	White British	
6	Capener Ward	Extremely Likely		Nothing has been too much trouble for the staff.			Male	over 65	White British	
7	Capener Ward	Extremely Likely		Very friendly and helpful staff.			Female	over 65	White British	
8	Capener Ward	Extremely Likely		Very attentive staff. I have been treated very well.			Female	over 65	White British	
9	Capener Ward	Extremely Likely		It is very noisy at night from other patients' buzzers and the nurses are always busy at night so you are unlikely to get much sleep. The food is ok.		None.	Female	over 65	White British	

10	Capener Ward	Extremely Likely		The staff do as much as they can to help you. The staff are very pleasant and caring. I would recommend the ward as it is so nice. The food is ok.		None. I think they do the best they can.	Female	over 65	White British	
11	Capener Ward	Extremely Likely		It is relaxing and the nurses are very kind and helpful. The food is very good. The bed is comfortable and kept very clean as is the rest of the ward. The atmosphere is friendly and caring so it is easy to relax.		None.	Female	over 65	White British	
12	Capener Ward	Extremely Likely		Everyone has been so kind and considerate.			Female	over 65	White British	
13	Capener Ward	Extremely Likely		Everyone has been helpful.			Male	over 65	White British	
14	Capener Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
15	Capener Ward	Extremely Likely		20 out of 10. The staff are not just doing a job of work but doing so with care, kindness and compassion.		In my opinion, you cannot improve on perfection. Thank you everyone.	Male	over 65	White British	
16	Capener Ward	Extremely Likely		The staff are very attentive and very professional the way they do their job.		The hospital have been marvellous.	Male	46-55	White British	
17	Capener Ward	Extremely Likely		Treated so well. Care and kindness shown at all times.		Absolutely not. The care is exceptional at all times. One thing, stand the toast upright, stacking it makes it steam through and like	Female	over 65	White British	

						rubber.				
18	Capener Ward	Extremely Likely		The staff just cannot do enough for you - so kind, always a warm friendly smile.		No. I don't think there is actually. Everything is fine.	Female	over 65	White British	
19	Capener Ward	Extremely Likely		Cannot fault the ward - caring, kind. Yes, a lovely ward.		My only problem is eating the food - just not to my liking I am afraid. It is so bland. But everything else is fine.	Female	over 65	White British	
20	Capener Ward	Extremely Likely		Just wonderful, the staff are so helpful. Nothing is too much trouble.		Nothing I can think of. Everyone has been marvellous.	Female	over 65	White British	
21	Capener Ward	Extremely Likely		If I tell you I have been in numerous hospitals over the years, and this one is the best. Absolutely wonderful - so clean, lovely staff, good food.		As a regular patient, all I can say is this place is 5-star, The Ritz of the south west.	Male	over 65	White British	
22	Capener Ward	Extremely Likely		All the staff are so friendly and helpful as well as providing excellent care.			Male	Over 65	White British	
23	Capener Ward	Extremely Likely		All staff, nurses both day & night & doctor, have gone out of their way to help. Very kind, informative and attentive.		The service has been exceptional, no improvements needed.	Female	46-55	White British	
24	Capener Ward	Extremely Likely		Staff are extremely helpful & hardworking.			Female	Over 65	Asian / Asian British	
25	Capener Ward	Likely		Only been here for a day. First impressions are good.			Male	over 65	White British	

26	Capener Ward	Likely		Clean hospital, very friendly & helpful staff.			Female	56-65	White British	
1	Caroline Thorpe Ward	Extremely Likely					Female	Under 16	White British	Do not publish
2	Caroline Thorpe Ward	Extremely Likely		10 out of 10. All of the nurses are really nice. The school and the teachers are also good. The physio part is fun as well.		As the mother, I can only say that all is good. Our daughter is being very well cared for, as am I. A big thank you to all of the staff.	Female	Under 16	White British	
3	Caroline Thorpe Ward	Extremely Likely		The staff make you welcome, put you at ease, and are always kind and friendly.		Nothing that we can think of. Everything is fine. Clean, very clean, actually. As the patient's mother, I too have been well catered for at all times.	Female	16-25	White British	
4	Caroline Thorpe Ward	Extremely Likely		Kind, caring, made to feel welcome. So, yes, everything fine.		The staff have been very good with our little boy's care. Over the holiday weekend we went home, but the ward kept an open access at any time.	Male	Under 16	White British	
5	Caroline Thorpe Ward	Extremely Likely		It feels the doctors and nurses have time for you and the care shown has been very consistent. As a visitor to the area, I can assure you that the care shown is superior to other hospitals. Also, making sure us, as parents, are well looked after, giving as much support as possible.		Very difficult question. Everything has been fine since we arrived. Nurses [names withheld] have been very kind and supportive.	Male	Under 16	White British	
6	Caroline	Extremely		Shown kindness, made		Caroline Thorpe is and has	Female	Under	White	

	Thorpe Ward	Likely		very welcome, wonderful the way the staff support us. In 'us' I really do mean it, we have been involved at all times.		been excellent. May we take this opportunity however to say, after our baby was born, i was discharged along with our 1st child! Given very little information regarding, bath temperature, looking out for little things, so just a little extra help before discharge would have been appreciated, taking away some of our early new parenting worries.		16	British	
7	Caroline Thorpe Ward	Likely		Arrived 1am after a pretty traumatic time in A&E, having to wait around for approximately 4 hours to see a doctor with my 6-month old son with a head injury. I was not happy. However, everything on Caroline Thorpe so far has been satisfactory.		Not on Caroline Thorpe as such, but as I said earlier not impressed by A&E.	Male	Under 16	White British	
8	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Our nurse [name withheld] was very attentive and kind. She also had a happy disposition and made us feel at ease and more relaxed about our son's illness.	All staff were helpful and we were not kept waiting too long for doc's to diagnose. Also, the cleanliness of the ward was outstanding.	There was nothing to have been done better. We are very happy with the work all staff have done to help.	Male	12-15	White British	
9	Caroline Thorpe Ward	Yes	Parent/ Guardian/	Pleasant, helpful, very welcoming.	Everything.	Nothing.	Male	Under 6	White British	

			Carer							
10	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, caring staff. We felt we were in safe hands. Thank you.	Everything.			16-18	White British	
11	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	[Name withheld] was a lovely nurse and looked after us all very well.	Staff were lovely and reassuring. Thanks.		Female	Under 6	White British	
12	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	They was so helpful and kind, which really helped.	Kind, caring and helpful.	Nothing.	Male	Under 6	White British	
13	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, fast, informative staff.	Staff members very nice and interacted well with our son, making him feel very at ease.		Male	Under 6	White British	
14	Caroline Thorpe Ward	Yes	Patient	Because I got the help I needed when asked.	The company of other people.		Male	16-18	White British	
15	Caroline Thorpe Ward	Yes	Not entered	My stay was made comfortable by all the supportive and friendly staff. Thank you. V. caring & attentive & available as & when needed.		No. I was very comfortable. The staff were amazing and very friendly. The food was also better than expected. [Name withheld] was v. comfortable & staff were [illegible] attentive. Just one example: nurse noticed [name withheld] was long for his bed so went & extended it saying she didn't want to leave before he was comfortable.	Male	12-15	White British	
16	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because although we were sent to the wrong place at the start, the staff here were great and soon got us booked in. [Name	The friendly staff and the ward and food have been great.	Communication of where we should have been this morning was bad, but not this ward's fault.	Female	16-18	White British	

				withheld] our nurse has been so helpful, friendly and supportive which has helped us through a very long day. Thank you so much.						
17	Caroline Thorpe Ward	Yes	Not entered	Everyone very lovely and helpful.						
18	Caroline Thorpe Ward	Yes	Patient	Friendly nurses, good toast, comfy bed.	Got looked after.	Nothing, thank you!	Female	6-8	White British	
19	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Polite and very helpful staff. Kept us informed.	We didn't stay overnight but the time we had here was pleasant. Great job.	Nothing.	Male	Under 6	White British	
20	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Completely looked after.	Quick.	Nothing.	Female	Under 6	White British	
21	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone has been so supportive and friendly. I've been really impressed and will be telling everyone how great you all are! Thank you. [Name withheld].	Staff all smiling and happy. Very friendly and supportive.		Male	Under 6	White British	
22	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent service. Felt like my concerns were listened.	Very quick turnaround.	Not applicable.	Male	Under 6	White British	
23	Caroline Thorpe Ward	Yes	Patient	Attentive, caring.	The care provided.	Nothing.	Male	16-18	White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Our nurse was [name withheld]. Our nurse was very patient and helpful when [name withheld] was unable	The ward is well equipped and welcoming, all the staff were very nice and helpful.	There isn't anything that comes to mind. I'm really grateful and happy with especially our nurse.	Female	Under 6	White British	

				to take her medicine. She tried to come up with lots of different ways to help her take the medicine. She made a difficult situation much easier for both [name withheld] and myself.						
25	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Got seen straightaway, very lovely staff.		Nothing.	Female	Under 6	White British	
26	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Both nursing staff & doctors are fantastic! It's our third stay in six months & each time we've been looked after so well.	Attentive staff. Nothing was too much trouble & they're always on hand to listen & help despite being so busy & working such long shifts. So clean too!	More car parking spaces for visitors at more reasonable prices. Had to queue at 9.30am for 20mins before I could park up & take baby to A&E dept.	Female	Under 6	White British	
27	Caroline Thorpe Ward	Yes	Patient	Because everyone is kind.	Having nice food.	Don't know.	Female	12-15	White British	
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very welcome, made myself and my wife feel at ease straightaway. Most importantly our 5-day old daughter was looked after in a very caring, professional manner.	Given our own room to wait in & the doctors/nurses explained why and what was happening with our daughter.	Nothing for us. A short stay.	Female	Under 6	White British	
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff have been very helpful and understanding, also very friendly.	Very friendly, happy, helpful staff. Nice environment for small children.		Female	Under 6	White British	
30	Caroline Thorpe Ward	Yes	Patient	Looked after well.	PS4.	Sound and nurses constantly waking in my sleep.		12-15	White British	

31	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My daughter had a really good care and everybody was nice.	Everything.		Female	12-15	White British	
32	Caroline Thorpe Ward	Yes	Patient	Because of how friendly all of the staff are on the ward.	Talking to all the staff.	Nothing really.	Female	16-18	White British	
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	So caring & reassuring, every aspect of [name withheld]'s care was explained clearly to us. Very kind to [name withheld] too and I felt listened to. 111 originally sent an ambulance & crew were very dismissive, so my husband and I were fraught and anxious on arrival, Tarka Docs & Caroline Thorpe put us at ease straightaway and reassured us our baby was ok.	Parents involved and communicated to. So important when you are scared / anxious about your child. You can feel powerless but the staff were so lovely.	Not NDDH. A gentle piece of feedback for ambulance service. Please don't make families feel dismissed, or write things off as 'teething' or insinuate we were over-worrying / wasting ambulance time. We were scared and worried about our baby and were following NHS guidance. It just adds to the stress.	Male	Under 6	White British	
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really well work team.	The communication at all times.		Male	9-11	White British	
35	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fast service. Good staff. Very informative.	I didn't have an op!	Everything good.	Male	12-15	White British	
36	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff that we saw at our stay were friendly and understanding.	There was help when needed.		Male	Under 6	White British	
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Warm welcome, made to feel at home, friendly staff.	Made comfortable & welcome, reassured throughout.		Female	Under 6	White British	

38	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff / nurses / doctors were super-friendly. Very pleasant, clean & everyone smiley. All the staff looked after my son extremely well & kept us informed throughout our stay.	All of it was super - no complaints.		Female		White British	
39	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer		All through our stay the nurses and doctors was on the ball at all time and so caring.	Nothing, everything was perfect.	Female	12-15	White British	
40	Caroline Thorpe Ward	Yes	Not entered				Male	Under 6	White British	Do not publish
41	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic attention to our 11-month old, always on hand to help and very friendly.	Hospitality and care - not only the children but the parents too.	Nothing, unless you can cut a hospital being so busy! They are (the staff) good at their jobs and find time for everyone.	Male	Under 6	White British	
42	Caroline Thorpe Ward	Yes	Not entered	[Name withheld] the nurse who looked after [name withheld] was kind, caring, fun, respectful and plenty of empathy and did a marvellous job of looking after 'both of us' - a credit to her job.	The care & updates from [name withheld] and bubbly personality (which helps tremendously).	Shorter wait than 7.5 hours in A&E before getting up to ward please.	Female	12-15	White British	
43	Caroline Thorpe Ward	Yes	Patient	The nurses were very kind and looked after me well, and the playroom was fun.	The bed was comfortable and you can control the bed.	Nothing.	Male	9-11	White British	
44	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer			Nothing.	Male	12-15	White British	

45	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All of the staff were very friendly & patient with our daughter! Especially when taking bloods, they explained everything to her & made her feel reassured.		N/A.	Female	6-8	White British	
46	Caroline Thorpe Ward	Yes	Patient	I was really well looked after and the staff was kind.	I really liked the food and the playroom.	A better variety of games for the playstation.	Male	9-11	White British	
47	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are very friendly and helpful. My son was really well looked after and made us both feel welcome and safe.	My son enjoyed the playroom and the comfy sofa. [Name withheld] is a great nurse and I liked how the surgeon / anaesthetist introduced themselves.	Nothing really - everyone does a great job. Thank you!	Male			
48	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	Mixed / Multiple ethnic groups	Do not publish
49	Caroline Thorpe Ward	Yes	Not entered	Very friendly and helpful and also explained in detail what our daughter is going through. Gave us a detailed diagram.	Everything, especially the diagram.	Nothing.	Female	Under 6	White British	
50	Caroline Thorpe Ward	Yes	Not entered	I cannot thank everyone enough - each and every member of the team from A&E, theatre, ward have been amazing & cannot do	Friendly staff, patient staff. [Name withheld] has been wonderful! We are very grateful.	More of a child-friendly menu, especially lunch.	Male	6-8	White British	

				enough for patients & family.						
51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Can't fault the wonderful staff!! So helpful and cheerful which really helps with children. Welcoming.	Brilliant care given and staff have time to explain everything. (Well they give their time!)		Female	9-11	White British	
52	Caroline Thorpe Ward	Yes	Patient				Female	16-18	White British	Do not publish
53	Caroline Thorpe Ward	Yes	Patient				Female	12-15	White British	Do not publish
54	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, caring staff - doctors and nurses alike. Everything explained thoroughly and clearly. Parents looked after too.	Care and advice. Helpfulness providing toiletries etc. after an emergency admission.	I can't think of anything!	Male	12-15	White British	
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because the nurses are really kind and the food is nice.						
56	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My son received professional, caring input from A&E through to children's ward & surgery. Clear, honest communication throughout. We stayed for 1 week. He had an appendicitis. The ward felt like a big team. I had confidence in is care and felt supported myself.	Having an allocated nurse for whole shift enabled good rapport. Being able to sleep next to my son. Swift, appropriate intervention to allow him to recover.	Maybe more info re: wound care but the follow-up from his wound 'leaking' has also been fabulous. Thank you.	Male	9-11	White British	
57	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful, friendly & informative staff who reassured me about my little boy. Gave me				Under 6	White British	

				a chance to ask questions & took their time with him.						
58	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone is very friendly and helpful.	Staff are all friendly and helpful.		Female	Under 6	White British	
59	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Outstanding staff. All so friendly and helpful. Go above and beyond. Couldn't of asked for anything better. Top quality care from all. Cleanliness fantastic also. Very, very impressed. Amazing support too.	Everything (apart from the fact that my boy was ill, of course!)	Nothing.	Male	Under 6	White British	
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care.	Very attentive staff.	Speed up pharmacy.	Male	Under 6	White British	
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Prompt seeing us. Prompt referrals. Great bedside manner with all of us, especially two year old.	N/A.	N/A.	Female	Under 6	White British	
62	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great care & lovely nurses, thank you.	Nice.	Nothing.		9-11	White British	
63	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing care - cannot fault. Well done to all those who work here. A credit to the NHS, this hospital & medical professionals everywhere.	Kind, informative, swift care. Clean room. Felt safe & trusted all who saw my daughter.	Nothing.	Female	Under 6	White British	
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer		Staff were very friendly & helpful.		Female		White British	

65	Caroline Thorpe Ward	Yes	Patient	Because the doctors and nurses cared for me. Thank you for looking after me.	The teddy I got.	Nothing.	Female	6-8	White British	
66	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff are caring & attentive, listen to concerns well & do best to reassure.			Female	Under 6	White British	
67	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff and nurses, doctors have been absolutely amazing throughout our stay. Would like to thank you all very much.	The doctors and all the nurses assured me I was in the right place and my baby was being looked after.	Nothing at all. I would like to thank everyone for all their reassurance.	Female	Under 6	White British	
68	Caroline Thorpe Ward	Yes	Patient	Really friendly, helpful and amazing staff.	Everything.	Nothing.	Male	6-8	White British	
69	Caroline Thorpe Ward	Yes	Patient	Fantastic staff, cared for by all.	Staff, reassurance & communication and a lovely room.	Nothing.	Male	Under 6	White British	
70	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful and supportive.	They made sure he had everything he needed, reassured me with his condition.			Under 6	White British	
71	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic, friendly, caring staff. Very informative & consultant [name withheld] was excellent. Nothing is ever too much hassle, whatever you ask of them. Thank you all so much.	As mentioned on previous page.		Female	6-8	White British	
72	Caroline Thorpe Ward	Yes	Patient	I would say 'Yes' because only the	I thought that it was good because it was	Nothing, everything was great.	Female	9-11	White British	

				slightest of pain was caused but they ended up making everything better. Signed one happy patient.	really helpful and was okay with the operation.					
73	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff have been amazing, always on hand to help. Every step of treatment was explained well and staff happy to repeat anything I was unsure of. Thank you, Caroline Thorpe.			Female	Under 6	White British	
74	Caroline Thorpe Ward	Yes	Not entered	Very friendly and reliable, very kind and caring.				Under 6	White British	
75	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Cannot fault the care and attention. 5-star.	The care and attention given, keeping us constantly updated & checking in on our son was very good.	Nothing. Everything was perfect.	Male	Under 6	Mixed / Multiple ethnic groups	
76	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff have been amazing with my daughter who broke both arms and was very scared to be in hospital.	Friendliness of the staff. Ensuring my daughter was comfortable.		Female	6-8	White British	
77	Caroline Thorpe Ward	Yes	Not entered	Great facilities, great atmosphere & great people taking good care of everyone. Thank you.	Everything really.	Offer food (chargeable) or mention where is the best & nearest place to get it.	Male	Under 6	White British	
78	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	It's a great hospital, great staff.	The nurses & doctors have so much time for you, great at their		Male	Under 6	White British	

					jobs.					
79	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff are lovely!	The staff.		Female	12-15	White British	
80	Caroline Thorpe Ward	Yes	Not entered	Because all Dr's & nurses were very helpful, caring and lovely.	Well looked after.	N/A.	Male	Under 6	White British	
81	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff. Welcoming. Knowledgeable & professional. Good resources for children.	Feeling well cared for.	Possibly getting tests started / done slightly earlier as it is a long day for children.	Female	6-8	White British	
82	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff have been very kind, made sure we had everything we need. Checked my baby and assisted feeds during the night. Very prompt with obs & other checks. Thank you.	Someone was always available to answer questions and give assistance when needed.	No, all staff have been fantastic.	Male	Under 6	White British	
83	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Had time to listen. Showed empathy and compassion. Kept us informed of what was going on.	Interaction from staff and information.		Male	9-11	White British	
84	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because the staff are all lovely, caring people & make their patients, as well as parents / guardians, feel welcome.	The staff are friendly & excellent at their jobs.	Nothing.	Male	Under 6	White British	
85	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Exceptional care all round!	Everything!	N/A.	Male	Under 6	White British	

86	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff are lovely & welcoming, there when we need anything and are very helpful helping me feed when little one wasn't feeding.	Very good. They kept coming in to make sure I was alright.	Nothing, was a welcome visit.	Female	Under 6		
87	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Doctors we saw on Tuesday night were all very thorough. Nurses were all brilliant with my baby.	Doctors and nurses were brilliant.	Doctor who discharged us on Wednesday didn't tell me when I should be concerned enough to bring him back.	Male	Under 6	White British	
88	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My daughter was quick to be seen. Staff friendly and clear about everything they were doing.	I wasn't made to feel a nuisance. Knowledgeable and clear staff.		Female	Under 6	White British	
89	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Always really good and helpful.	Always so helpful and lots of advice.	Nothing.	Male	Under 6	White British	
90	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff very good, doctors fantastic and nurses and auxiliaries are brilliant - go above and beyond.	Nurses and doctors brilliant.	Nothing.	Female	12-15	White British	
91	Caroline Thorpe Ward	Yes	Patient	I just think it was good.	The nurses were really good, especially [name withheld].	Nothing could have done better.	Male	Under 6	White British	
92	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful and well looked after.	Helpful and friendly.	None.	Male	12-15	White British	
93	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Outstanding care received. Especially from [names withheld]. Thank you. Nothing was too much	Staff were so lovely & nothing was too much trouble.	More facilities for patients in isolation. Our TV didn't work.	Male	Under 6	White British	

				trouble. Staff were fantastic with [name withheld]. Swift & determining diagnosis & treatment.						
94	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing care & attention for our son. Informative and attentive.	The staff were fab.	Nothing.	Male	Under 6	White British	
95	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer		Staff were friendly.	Were not advised until about to go about playroom or tea/coffee making facilities. Lot of waiting around for a young child though.	Male	Under 6	White British	
96	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Couldn't of asked for better care. We have been very well looked after from the nurse, doctor and the healthcare assistant.	That you kept me informed all through our stay and you didn't keep us waiting at all. Very efficient service & excellent level of care.	Nothing, you have been brilliant.	Female	Under 6	White British	
97	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff were all consistent in making us feel informed and that our son was being well cared for. Our room is bright and the ward feels clean and the atmosphere is very warm.	The staff are fantastic and the level of time they were able to spend with our son is much appreciated.					
98	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nothing not to like. Very helpful & knowledgeable staff. Good food.	Staff excellent. Answered all question asked.	Nothing.	Male	12-15	White British	
99	Caroline	Yes	Parent/	Caring & attentive.	Quick.		Female	12-15	White	

	Thorpe Ward		Guardian/ Carer						British	
100	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very good hospital, always helpful.	Staff are lovely and really look after you.		Male	Under 6	White British	
101	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing staff, so kind and helpful. Thank you for making this experience more happy for my daughter. x	Very friendly staff.		Female	Under 6	White British	
102	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The care and attention they gave my son couldn't be faulted. They were kind and caring and made sure I understood everything that was going on and took all my worries seriously. The overall care for my son was amazing.	The staff are all very kind and nothing was too much effort to make sure my son was ok.	I couldn't fault them on anything.	Male	Under 6	White British	
103	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, communicative staff. Positive approach with child patient.	[Illegible].	Nothing.				
104	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	I was treated with respect and others respected my privacy. Amazing staff & doctors. Thank you.			Male	Under 6	White British	
105	Caroline Thorpe Ward	Maybe	Patient	The nurses are generally nice, same as the doctors. However, I had a doctor who couldn't keep up with what I was saying and	The nurse was very attentive.	Not leave me alone with a clearly inexperienced doctor (at least in this field).	Female	16-18	White British	

				when I said I wasn't doing good she said 'you're fine' because I don't always show how much pain I'm in. However this is a rare event.						
106	Caroline Thorpe Ward	Maybe	Parent/ Guardian/ Carer	Friendly staff.			Female	Under 6	Mixed / Multiple ethnic groups	
107	Caroline Thorpe Ward	Maybe	Parent/ Guardian/ Carer	Day staff awesome. Night staff not good.	[Names withheld] also [names withheld] was all the best parts / legends.	Ensure that night staff [name withheld] isn't rude or patronising. Fresh air is allowed!!!	Male	Under 6	White British	
1	Fortescue Ward	Extremely Likely		All the staff have treated me in a manner that has been just so respectful to me. I also love the smiles, the laughter and the cheeky grin on the faces. My goodness, they work hard, looking after some very poorly people that have needed far more care than me.		Nothing that comes to mind. All of the staff doing their work to the best of their ability. Very impressed.	Male	over 65	White British	
2	Fortescue Ward	Extremely Likely		The staff are very polite, extremely helpful and work very hard. Very overworked I would say.		No, nothing that I can think of too be honest. Wonderful staff - need more of them with the same attitude .	Male	over 65	White British	
3	Fortescue Ward	Extremely Likely		Everything is good. Hardworking, kind people.		No. Everything seems good. Clean and tidy. Nice food. At my age, what can I expect?	Female	over 65	White British	

4	Fortescue Ward	Extremely Likely		Wonderful, absolutely wonderful. I am going home today and shall be very lonely though. The staff are truly marvellous - I shall miss them.		No, I don't think so.	Female	over 65	White British	
5	Fortescue Ward	Extremely Likely		Wonderful, kind and pleasant staff, looking after us oldies all the time - such patience.		Not really. Where can you go to get better care than here? Clean. Well fed. Company. Nice, caring staff.	Male	over 65	White British	
6	Fortescue Ward	Extremely Likely		Excellent. 10 out of 10. I just cannot speak any higher of these wonderful, overworked, kind and respectful staff. They are truly wonderful. Some patients are very rude and crude the way they speak to them - disgusting.		Just impossible, in my opinion, to improve. Off to a care home this afternoon. I doubt very much if the care will be anywhere near this place - absolutely marvellous.	Male	over 65	White British	
7	Fortescue Ward	Extremely Likely		Looked after very well. All very kind and caring. I try not to trouble the nurses too much.		Not really. No complaints at all. The food is ok - better some times than others. The nurses and doctors are great.	Male	over 65	White British	
8	Fortescue Ward	Extremely Likely		They are very kind, all staff look after my needs. The food is wonderful.		None.	Female	over 65	White British	
9	Fortescue Ward	Extremely Likely		The staff are very good. They help with me with all my needs and are always there when I need them.		None.	Female	over 65	White British	
10	Fortescue	Extremely		They have looked after		No, it's fine.	Female	over 65	White	

	Ward	Likely		me very well, excellent, no complaints at all. The food is fine. Lovely and clean.					British	
11	Fortescue Ward	Extremely Likely		The staff give a good service under pressure. I can't fault it. The menu is very concise and limited, the same dishes every day as I am a coeliac.		It is a very long day for bed-bound patients, it would be good to have more opportunities to stimulate the mind.	Male	over 65	White British	
12	Fortescue Ward	Extremely Likely		There is no rudeness, arguing or swearing and I have not met any grumpy people here. The staff are genuine. Everything is satisfactory.		None.	Male	over 65	White British	
13	Fortescue Ward	Extremely Likely		100% care and support from such brilliant staff, nothing is any trouble to any of them. As an elderly lady who had a fall, yet the staff make me feel valued, so nice to feel this way, so safe at all times, bless them all. When i read in the papers how badly some elderly people are being treated. I just do not understand, because in our our hospital our care is amazing.		no, all staff treat you with dignity, compassion and kindness at all times, spottless clean, toilets and bays, food can be variable, but i eat just what i want and find that more than acceptable.	Female	over 65	White British	
14	Fortescue	Extremely		Great team of doctors		Discuss together points for	Female	Over	White	

	Ward	Likely		and nurses and helpers. Very helpful and caring, very clean. Food generally good. The only downside was the rush that [name withheld] was in to get me out when I wasn't ready. OTs turned up day after I was home to see if home bed etc. was suitable for me to [illegible], very pushy, not willing to discuss.		going home or some sort of respite.		65	British	
15	Fortescue Ward	Extremely Likely		The treatment & staff. The treatment received and the excellent staff could not be better - 10/10. I want to convey that it was all spot on - friendly and caring.			Male	Over 65	White British	
16	Fortescue Ward	Extremely Likely		I am well looked after, the girls are always very attentive.		No, it's super already.	Female	Over 65	White British	
17	Fortescue Ward	Extremely Likely		Excellent ward. All the nurses are helpful & pleasant. Even the cleaning staff are always cheerful & very thorough.		Better food.	Female	56-65	White British	
18	Fortescue Ward	Extremely Likely		Care and friendliness of nurse are excellent. Food & cleaning could not be faulted.		Nothing.	Male	Over 65	White British	
19	Fortescue Ward	Extremely Likely		Care plus plus plus.			Female	Over 65	White British	

20	Fortescue Ward	Extremely Likely		Very kind and gentle with my husband - and with me and the family.			Female	Over 65	White British	
21	Fortescue Ward	Extremely Likely		I always feel that you are doing the best that you can!			Male	Over 65	White British	
22	Fortescue Ward	Extremely Likely		Remarkable care & consideration to patients at all times of day. Not just the [illegible] but the whole hospital. God bless NDDH. [Name withheld]		Damn near perfect!!!		Over 65	White British	
23	Fortescue Ward	Extremely Likely		Has had excellent care from all staff.			Female	Over 65	White British	
24	Fortescue Ward	Likely		Difficult to say really. I have only been in overnight. This place is certainly better than Exeter.		No, nothing. Just got to find out how to get home - disgusted that I have been given a bus ticket to get home rather than an ambulance car.	Male	over 65	White British	
25	Fortescue Ward	Likely		Massive courtesy by all staff. They tell you straight with no lies. Completely satisfied with the facilities. The food is first class with the quantity I need. Excellent. I would not be here if I didn't think so.		None.	Male	over 65	White British	
26	Fortescue Ward	Likely		varying factors, daytime staff are fine but sometimes care at not is not so good.		It would be really good to have volunteers on the ward, just to just have a chat to us, read a book,	Female	over 65	White British	

				when needing care at night, takes ages for any response, not sure why, whether it is a shortage of staff or not i do not know.		something like that,oh yes and help us to feed at times, where it would be nice to have food cut up for you etc.especially people like me who cannot see very well at all due to macular degeneration.				
27	Fortescue Ward	Likely		varying factors%2C daytime staff are fine but sometimes care at not is not so good.%0Awhen needing care at night%2C takes ages for any response%2C not sure why%2C whether it is a shortage of staff or not i do not know.		It would be really good to have volunteers on the ward%2C just to just have a chat to us%2C read a book%2C something like that%2Coh yes and help us to feed at times%2C where it would be nice to have food cut up for you etc.especially people like me who cannot see very well at all due to macular degeneration.%0A%0A	Female	over 65	White British	
28	Fortescue Ward	Likely		Excellent care & staff. Didn't know you could recommend a ward, thought you were put in the one chosen for you.			Female	Over 65	White British	
29	Fortescue Ward	Neither Likely nor Unlikely		The good points are that the doctors do their best to make sure you understand. Only some of the nurses do. Some of the nurses have a bad habit of pretending not to hear when you need help but most are very		Considering a number of strangers and suddenly 'thrown' together, the hospital is well run and most of the staff do their best.	Female	Over 65	White British	

				helpful. The food is good & served cheerfully.						
1	Glossop Ward	Extremely Likely		Very helpful and pleasant. Nothing is too much trouble.		There is too much plastic in use and thrown away e.g. pill cups.	Female	over 65	White British	
2	Glossop Ward	Extremely Likely		Had nothing but good service. Even under pressure, always smiling.		When a new patient arrives on the ward, the meal from the previous person is allocated to them for the following day. This is often ok but can cause issues if the patient has allergies, plus we are then throwing away food.	Female	46-55	White British	
3	Glossop Ward	Extremely Likely		Been well looked after by all.			Female	over 65	White British	
4	Glossop Ward	Extremely Likely		Very professional and friendly.			Female	56-65	White British	
5	Glossop Ward	Extremely Likely		Jolly friendly staff, very helpful.			Female	over 65	White British	
6	Glossop Ward	Extremely Likely		Friendly staff.			Male	over 65	White British	
7	Glossop Ward	Extremely Likely		Staff are excellent.			Male	36-45	White British	
8	Glossop Ward	Extremely Likely		I arrived on the ward late last evening. It was dark. I immediately felt very safe. I was made very comfortable and very welcome. So impressed.		No, no. Yes, two 'no's'. I feel you are doing a marvellous job of work. I cannot thank all of these wonderful people enough.	Female	over 65	White British	
9	Glossop Ward	Extremely Likely		Absolutely wonderful care. All of the staff, up and down the ward, they just never seem to stop. Plus, all carried		Nothing I can think of. Always clean, good food and very good care at all times.	Female	over 65	White British	

				out with a smile, and a kind word.					
10	Glossop Ward	Extremely Likely		Brilliant. I am very impressed by their care. The younger ones seem to have just so much energy. They never stop.		No, everyone has different needs, and different problems. It must be very difficult communicating with / showing respect to patients in different ways. They all manage their job in a very professional way.	Female	56-65	White British
11	Glossop Ward	Extremely Likely		The staff are brilliant, including Sodexo - they do a great job. The food is good, varied menu. Nurses - well, how high can we rate them? Incredible youngsters.		Not really. Whatever you need, you ask and everything is sorted.	Male	56-65	White British
12	Glossop Ward	Extremely Likely		Very good, actually. Absolutely nothing is too much trouble to any of them. It is a good hospital. I have been in many hospitals, but this one here in Barnstaple is way up there as one of the best.		Nothing medically. It would be great, especially this weather, to have one of those cold water machines on the ward.	Male	46-55	White British
13	Glossop Ward	Extremely Likely		The staff are very professional, always caring,		All so far very good medically. May I just ask that if a patient has to be brought onto the ward during the night, could they just have a little more consideration for other patients and endeavour to do so quietly? I have noticed	Male	36-45	White British

						the difference between the decor on Glossop and MAU. I feel Glossop is in need of a little TLC. These are not complaints, just observations.				
14	Glossop Ward	Extremely Likely		Top notch. Fabulous staff. Five-star, all inclusive, 24 hours a day. Nothing is too much trouble. Angels.		No, nothing. All hunky-dory. First class. Excellent, professional etc.	Male	over 65	White British	
15	Glossop Ward	Extremely Likely		10 out of 10. As a holidaymaker, I think the care is first class. It is excellent.		I am just grateful to our NHS.	Male	over 65	White British	
16	Glossop Ward	Extremely Likely		Staff have been excellent.			Female	46-55	White British	
17	Glossop Ward	Extremely Likely		Staff have been excellent.			Female	46-55	White British	
18	Glossop Ward	Extremely Likely		Very attentive and caring.			Female	36-45	White British	
19	Glossop Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
20	Glossop Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
21	Glossop Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
22	Glossop Ward	Extremely Likely		Everybody extremely kind and helpful.		Everything in hospital very good, but on being sent home we had no help or advice.	Male	Over 65	White British	
23	Glossop Ward	Extremely Likely		Faultless communication between consultant, doctor, nurses etc. All friendly, helpful & compassionate -		None.	Male	Over 65		

				seldom found in this day & age. Many thanks from [name withheld].						
24	Glossop Ward	Extremely Likely		The care has been second to none. The staff are caring and very attentive.			Female	Over 65	White British	
25	Glossop Ward	Extremely Likely		It was an extremely comfortable stay.			Male	Over 65	White British	
26	Glossop Ward	Extremely Likely		Looked after and cared for extremely well. Thank you.			Female	46-55	White British	
27	Glossop Ward	Extremely Likely		Very good overall.			Male	56-65	White British	
28	Glossop Ward	Extremely Likely		Everyone is helpful and friendly, the food is good and nothing seems too much trouble. Thanks to all Dr's, nurses and all other staff.		With your present funding I don't think you can do any more. The service is of the highest standard.	Female	Over 65	White British	
29	Glossop Ward	Extremely Likely		This was my first stay in hospital since childhood and I was amazed at the amount of kindly care and attention I received from all members of staff. My sincere thanks to everybody concerned. We are lucky indeed to have such a good hospital in North Devon.						
30	Glossop Ward	Extremely Likely		Staff very pleasant & are all very good at		No.	Female	Over 65	White British	

				their jobs - efficient.						
31	Glossop Ward	Extremely Likely		Very kind, caring and friendly staff at all levels.			Male	Over 65	White British	
32	Glossop Ward	Extremely Likely		Great care and dedication of all staff. Shame about the T.T.A. (turn around times) delay!		Speed up the T.T.A.s.	Male	Over 65	White British	
33	Glossop Ward	Extremely Likely					Female	Over 65	White British	Do not publish
34	Glossop Ward	Extremely Likely		Very friendly staff and most helpful.		Service was excellent. No improvement needed.	Male	Over 65	White British	
35	Glossop Ward	Extremely Likely		All staff so kind and very caring. Nothing was too much trouble, however busy they were. Cheers.			Male	56-65	White British	
36	Glossop Ward	Extremely Likely		Very kind ward. Nurses & all staff nice.		Get better chefs.	Female	Over 65	White British	
37	Glossop Ward	Extremely Likely		Excellent care and treatment throughout.			Male	Over 65	White British	
38	Glossop Ward	Extremely Likely					Male	Over 65	White British	Do not publish
39	Glossop Ward	Extremely Likely		Very kind, caring staff. Clean. Best hospital ever been in. Great food.		Get the wifi on! None whatsoever - been brilliant.	Male	46-55	White British	
40	Glossop Ward	Extremely Likely		Friendly, professional, open, nothing too much trouble.			Male	56-65	White British	
41	Glossop Ward	Extremely Likely		Caring staff.			Female	Over 65	White British	
42	Glossop Ward	Extremely Likely		Very caring & professional. Good interaction with			Male	Over 65	White British	

				patients.						
43	Glossop Ward	Extremely Likely		Great response by staff and love. Love for the job.			Male	Over 65	White British	
44	Glossop Ward	Extremely Likely		The staff were pleasant happy & always willing to help you. Such a great team on our wards, nurses & staff.			Female	46-55	White British	
45	Glossop Ward	Extremely Likely		Fantastic staff & doctors.		Reminder to visitors to keep noise down to respect other ill patients.	Male	56-65	White British	
46	Glossop Ward	Extremely Likely		Looked after well. Good food, lovely nurses day & night, no complaints.						
47	Glossop Ward	Extremely Likely					Female	Over 65	White British	
48	Glossop Ward	Extremely Likely		To say a huge thank you to each of team Glossop Ward & ICU for your care & hard work in getting me back on the road to life and ride my Harley by Aug 2018.		Already 5*.	Female	Over 65	White British	
49	Glossop Ward	Extremely Likely		Very friendly staff, caring, compassionate. They are doing a great job.		Employ more staff!	Female	46-55	White British	
50	Glossop Ward	Extremely Likely					Male	46-55	White British	
51	Glossop Ward	Extremely Likely		Very friendly ward, bright, cheery.				Over 65	White British	
52	Glossop Ward	Extremely Likely					Male	56-65	White British	Do not publish

53	Glossop Ward	Extremely Likely		Lovely staff looking after you at all levels. Nothing too much trouble.		Not enough toilets on Glossop Ward. Not always clean.	Female	56-65	White British	
54	Glossop Ward	Extremely Likely		Excellent care and attention. With good humour when appropriate. Food, small portions but good and tasty.		Stop some of the [illegible] poster explaining uniforms?	Male	56-65	White British	
55	Glossop Ward	Extremely Likely					Female	Over 65	White British	Do not publish
56	Glossop Ward	Extremely Likely		The staff are great.		Food portions too small. No staff ID board with pics. No ID of uniform colours with explanation of job role.	Male	36-45	White British	
57	Glossop Ward	Extremely Likely		I cannot thank all staff enough. They have been so kind and helpful and nothing was too much trouble. They are all amazing.						
58	Glossop Ward	Extremely Likely		Well cared for, friendly staff, clean, quiet Thank you very much.		Just keep up the good work.	Male	Over 65	White British	
59	Glossop Ward	Likely		Friendly & professional staff, good food. But you need to get some marmite!						
60	Glossop Ward	Likely		I have been given very good care, everyone has been very kind. The nurses do a wonderful job and the doctors.				Over 65	White British	
61	Glossop Ward	Likely					Male	Over 65	White British	

62	Glossop Ward	Likely		I think I have been very well cared for by all the staff here in the hospital & on the ward. I would personally have liked to know that my sodium levels had got very know and a bit more about why I was having particular dips etc. as I am interested.		I'm surprised that you don't [illegible] natural means - especially diet to help people with their health. I am impressed that you have a vegan menu but I'm not impressed that you have no salad options as that is what I would usually eat & the food - especially the bought in 'Simply Serve' chickpeas, spinach curry was very tasteless.	Female	56-65	White British	
63	Glossop Ward	Likely		Quiet, restful and helpful nurses.			Male	46-55	White British	
64	Glossop Ward	Likely		Care given was very good by very happy staff made to make you feel special. Only one problem - food is to cold??			Female	Over 65	White British	
65	Glossop Ward	Likely		[Illegible]. Really good food and [illegible].			Male	Over 65	White British	
66	Glossop Ward	Likely		Doctors, nurses and care team have all been amazing. Have been well cared for the whole time.			Male	36-45	White British	
67	Glossop Ward	Likely		Staff are highly professional and show great empathy.		When doing ward handover it would be good for the oncoming shift to say hello to the patient.	Male	36-45	White British	
68	Glossop Ward	Likely		Well looked after but too many changes of ward/room.			Female	Over 65	White British	
69	Glossop Ward	Likely		For the most part, everyone was very kind		Sometimes the response time to bedside alarm was a	Female	26-35	White British	

				& friendly. The vegan food was lovely!! (though more dessert options would be nice).		bit slow.				
70	Glossop Ward	Likely		Staff have been very good. Kitchen - as a gluten-free patient, I think staff need a little bit of help, but they do their best.			Female	Over 65	White British	
71	Glossop Ward	Neither Likely nor Unlikely		Glossop Ward fine but side room grim! Nursing care good.			Male	Over 65	White British	
72	Glossop Ward	Neither Likely nor Unlikely		They took & lost all the prescription meds I brought in. However, there are some fantastic & caring staff in the ward.			Male	Over 65	White British	
73	Glossop Ward	Unlikely		Lack of staff and slow response when you press your buzzer!		More staff on the ward.	Female	26-35	White British	
74	Glossop Ward	Don't Know				On Glossop, please update toilets & showers - so, so out of date.	Male	46-55	White British	
1	Intensive Care Unit	Extremely Likely		If you had to come in here, brilliant, just brilliant, wonderful people.		I do not think you can improve on perfection, and that is what my care has been - perfect. Rushed in here, very poorly and here I am now ready to go to an ordinary ward.	Male	over 65	White British	
2	Intensive Care Unit	Extremely Likely		We are on holiday, then suddenly involved in hospital care due to my wife being taken seriously ill. The		I cannot think of one thing detrimental to the ICU. I just cannot see any way how you could improve on the care shown. Looking at the	Female	56-65	White British	

				<p>hospital have been absolutely 1000% in ICU, yes 1000% total quality, dedication and professional care shown every second of the day. Way, way over and above expectation. I am astounded by the care given to my wife and even had the time to keep their eye on me, making sure I am well. I have sat with my wife for 40 hours, and, believe me, I have witnessed total care at all times. As the patient's daughter, arriving here petrified, the staff helped to calm me, explaining everything to me. I totally agree with Dad's words about the way in which my mum is being looked after - surely could not be in better hands.</p>		<p>way these people have to do their long shifts, concentrating for all that time. I find it incredible. More staff may help.</p>				
3	Intensive Care Unit	Extremely Likely		<p>So far, all amazing care - just so kind, understanding and helpful.</p>		<p>No, absolutely not at all. Nothing troubles them. A huge thank you to everyone.</p>	Male	36-45	White British	
4	Intensive Care Unit	Extremely Likely		<p>Everyone is just so caring and comforting. Wonderful care. 100% professional.</p>		<p>Not really. I have done the rounds - A&amp;E, MAU, Lundy, then the theatre and now in ICU. My whole experience</p>	Female	over 65	White British	

						has been good, very good. Thank you.				
1	King George V Ward	Extremely Likely		Absolutely brilliant. The staff are just so kind, caring, welcoming. Nothing is any trouble to any of them.		My healthcare has been wonderful. The food and cleanliness is good. One thing, especially for me being almost blind, is the design of the shower room/toilet. Very difficult to reach the loo roll etc. A small thing for people that can see I guess, but difficult for the visually impaired.	Female	over 65	White British	
2	King George V Ward	Extremely Likely		Top of the shop. I find all of the staff from the cleaners through to consultants to be kind, friendly and so polite at all times.		Although feeling very poorly since admission, I have eaten and been pleasantly surprised by the standard of food - very impressive. Also, the standard of cleanliness. The nursing staff are all so hardworking people. Thank you to everyone on KGV.	Female	over 65	White British	
3	King George V Ward	Extremely Likely		Very good. Everyone, nurses, doctors, cannot do enough for you.		I don't think so. I have been a patient here on a number of occasions and always find everything to be of a high standard.	Female	over 65	White British	
4	King George V Ward	Extremely Likely		In the short time I have been on the ward, I cannot praise them enough. Absolutely brilliant.		Not really - way over and above my expectation. Second time in hospital in my life and I can only say 10 out of 10. All the staff are very good indeed. More communication in A&E about waiting time for Triage.	Male	56-65	White British	
5	King George V	Extremely		Been well looked after.			Male	over 65	White	

	Ward	Likely							British	
6	King George V Ward	Extremely Likely		The staff are very friendly and understanding.			Female	26-35	White British	
7	King George V Ward	Extremely Likely		Staff are friendly and patient.			Female	over 65	White British	
8	King George V Ward	Extremely Likely		Very friendly staff.			Female	over 65	White British	
9	King George V Ward	Extremely Likely		As far as I am concerned, this has to be the best hospital and the best staff in the country - nursing, Sodexo, doctors, ward clerks. Every one of them is kind, welcoming and very helpful.		Not really. A very difficult question as I am more than happy. The food is adequate, The Sodexo team are brilliant. I have already mentioned the staff. If anything, the staff struggle to cope at times - in my opinion, understaffed.	Male	46-55	White British	
10	King George V Ward	Extremely Likely		Just the general attitude of the staff - all working in a very professional way.		Not really. Clean, the food is not too bad, nurses etc. All good. Probably do something about the car park, as there are never enough spaces on the big clinic days.	Male	56-65	White British	
11	King George V Ward	Extremely Likely		I was moved from Victoria ward at 2.30am this morning. I was made very welcome and made comfortable, the staff fully apologising for having to move me at that time.		I don't think so. Everyone, as well as me, seem happy enough with their care. The staff, doing a difficult job, always do their level best.	Female	over 65	White British	
12	King George V Ward	Extremely Likely		Came in for a very traumatic operation. The staff made me feel		Nothing I can suggest. So just a huge thank you to all of the staff on KGV who	Female	over 65	White British	

				very comfortable, talking to me about my surgery and answering any questions I asked. All extremely professional, obviously very well trained. The doctors are absolute gentlemen - very assuring.		have made a somewhat traumatic stay enjoyable as much as they can. All so positive.				
13	King George V Ward	Extremely Likely		The staff are efficient.			Male	over 65	White British	
14	King George V Ward	Extremely Likely		All the staff have been kind and caring.			Female	over 65	White British	
15	King George V Ward	Extremely Likely		Everyone has been very helpful.			Female	16-25	White British	
16	King George V Ward	Extremely Likely		Well looked after.			Female	46-55	White British	
17	King George V Ward	Extremely Likely		Well looked after by experienced staff.			Female	over 65	White British	
18	King George V Ward	Extremely Likely		Very well looked after by all staff.			Male	over 65	White British	
19	King George V Ward	Extremely Likely		Friendliness of the staff - kind and caring.		Satisfied as it is.	Female	56-65	White British	
20	King George V Ward	Extremely Likely		Very efficient and professional.		A hot drinks vending machine would be useful.	Female	56-65	White British	
21	King George V Ward	Extremely Likely		The staff are approachable and friendly.		No, very good as it is.	Female	56-65	White British	
22	King George V Ward	Extremely Likely		All the staff are so helpful.		More staff needed at times, both during the day and at night.	Female	over 65	White British	
23	King George V Ward	Extremely Likely		All the staff are polite, responsive and helpful.		Very good as it is.	Female	over 65	White British	
24	King George V Ward	Extremely Likely		No matter how frequently you ask, the response is always		Fine as it is.	Female	over 65	White British	

				accompanied by a smile.						
25	King George V Ward	Extremely Likely		Tender, loving care.		Satisfied as it is.	Male	over 65	White British	
26	King George V Ward	Extremely Likely		Politeness.		Privacy could be improved.	Female	26-35	White British	
27	King George V Ward	Extremely Likely		The staff are so friendly, made welcome and comfortable straightaway.		No. Happy with the cleanliness, the food, plus the care. All very good indeed. Very poorly when I arrived on A&E, but soon looked after and taken to the ward.	Female	over 65	White British	
28	King George V Ward	Extremely Likely		Got on to the ward around midnight and made very welcome by very kind and compassionate staff.		No, definitely not. I cannot fault anything to be honest.	Female	over 65	White British	
29	King George V Ward	Extremely Likely		Amazing care, absolutely amazing, so kind, so helpful. From the paramedics with wonderful care, to the same professional care on the ward.		To be honest, after all you read and see in the press I was not looking forward to being an inpatient. However, I would like to say how impressed I am with the kindness, care and compassion shown at all times. So clean. Very good indeed. Top marks.	Female	over 65	White British	
30	King George V Ward	Extremely Likely		As wards go. I would most certainly recommend this ward. The staff are so busy, yet always there for you at all times going out of their way. They seem to sense your needs. I am very		I honestly cannot think of anything at all, very kind dedicated professionals. And this is coming from an emergency care assistant. I am very impressed.	Female	36-45	White British	

				impressed by the care given.						
31	King George V Ward	Extremely Likely		I was apprehensive but soon made welcome. Very kind and helpful.		No. All good, thank you. Very clean. The staff are just great.	Female	16-25	White British	
32	King George V Ward	Extremely Likely		Made very welcome as soon as you arrive on the ward. Amazed by the care all of the staff show. The doctors and consultants listen to all you tell them and seem hell-bent on finding a solution to your problem. Nursing staff are also up there.		Nothing I can think of but I will say if I find the need to.	Male	26-35	White British	
33	King George V Ward	Extremely Likely					Male	over 65	White British	Do not publish
34	King George V Ward	Extremely Likely		All the nurses were very friendly and helpful. They work efficiently and deliver a very good service and are supportive. The only let down was the woman on reception [name withheld] who is extremely rude and ignorant. Is not professional and is unwelcoming.		Remove woman from reception [name withheld].	Female	16-25	White British	
35	King George V Ward	Extremely Likely		Small ward. Nurses have time to talk to you re: health issues, facilities are good, close to hand.			Female	Over 65	White British	
36	King George V	Likely		Very friendly and			Female	over 65	White	

	Ward			dedicated staff.					British	
37	King George V Ward	Likely		The staff are lovely, very kind and caring.		Shame not enough staff. The food is fine - very well presented and a good selection. The Sodexo staff always have a smile and a kind word.	Female	over 65	White British	
38	King George V Ward	Likely		The staff are well organised.		Better communication with caterers is required over specific requirements. I had informed Sodexo that I am allergic to pepper but it was included in the meal.	Female	over 65	White British	
39	King George V Ward	Not entered		I would just like to say the way I have been cared for while being in the hospital is brilliant. Thank you all so much.						
1	Lundy Ward	Extremely Likely		Everyone is kind and caring.			Female	over 65	White British	
2	Lundy Ward	Extremely Likely		All the staff are gentle and helpful.			Female	over 65	White British	
3	Lundy Ward	Extremely Likely		Very well looked after by dedicated staff.			Male	over 65	White British	
4	Lundy Ward	Extremely Likely		Staff are friendly and understanding.			Male	26-35	White British	
5	Lundy Ward	Extremely Likely		Very helpful staff.			Male	46-55	White British	
6	Lundy Ward	Extremely Likely		Friendly and kind.			Female	over 65	White British	
7	Lundy Ward	Extremely Likely		I have been well looked after by an excellent team.			Male	over 65	White British	
8	Lundy Ward	Extremely Likely		The staff have all been incredible.		Occasionally, noisy at night due to other patients.	Male	over 65	White British	

9	Lundy Ward	Extremely Likely		Very clean. The staff are all good.		Satisfied as it is.	Male	56-65	White British	
10	Lundy Ward	Extremely Likely		Efficiency. The staff cannot do enough. Well managed.		None that come to mind.	Male	46-55	White British	
11	Lundy Ward	Extremely Likely		The staff are very busy but very helpful.		More staff.	Female	56-65	White British	
12	Lundy Ward	Extremely Likely		The staff are professional and kind. Nothing is too much trouble.		Probably not possible but some form of mental stimulation would be helpful - I have no visitors.	Male	over 65	White British	
13	Lundy Ward	Extremely Likely		Staff have been kind and helpful.			Female	26-35	White British	
14	Lundy Ward	Extremely Likely		Efficient, professional, caring.			Male	56-65	White British	
15	Lundy Ward	Extremely Likely		Looked after really well.			Female	over 65	White British	
16	Lundy Ward	Extremely Likely		Friendly and organised.			Female	over 65	White British	
17	Lundy Ward	Extremely Likely		Everyone has been nice, nothing too much trouble.			Female	over 65	White British	
18	Lundy Ward	Extremely Likely		Everyone is so proficient.			Female	over 65	White British	
19	Lundy Ward	Extremely Likely		Everyone has been good.			Male	56-65	White British	
20	Lundy Ward	Extremely Likely		Staff have been friendly and helpful.			Female	26-35	White British	
21	Lundy Ward	Extremely Likely		Well treated by friendly and dedicated staff.			Male	over 65	White British	
22	Lundy Ward	Extremely Likely					Female	56-65	White British	
23	Lundy Ward	Extremely Likely		Everyone was very professional and very kind.		None.	Male	Over 65	White British	

24	Lundy Ward	Extremely Likely					Male	56-65	White British	
25	Lundy Ward	Extremely Likely					Male	56-65	White British	
26	Lundy Ward	Extremely Likely		Excellent medical care. Very friendly and professional nurses who inspired confidence. Time taken to explain treatment and what the likely outcome would be. Altogether a 5-star service! Thank you all very much indeed.		Not really.	Male	Over 65	White British	
27	Lundy Ward	Extremely Likely		Excellent communication between nursing staff & myself.			Female	Over 65	White British	
28	Lundy Ward	Extremely Likely		Exceptional level of care, very professional staff but very caring and friendly in the delivery of such a service.			Male	56-65	White British	
29	Lundy Ward	Extremely Likely		An amazing team of super-dedicated people.				46-55	White British	
30	Lundy Ward	Extremely Likely		Very friendly staff.			Male	46-55	White British	
31	Lundy Ward	Extremely Likely		Staff are very helpful and will look after you. They do beyond their duties to make sure of your wellbeing.		More staff & better pay.	Male	Over 65	White British	
32	Lundy Ward	Extremely Likely					Male	56-65	White British	

33	Lundy Ward	Extremely Likely		Kind, caring, friendly & thank you from the bottom of my heart. [Name withheld].		None. Thank you.	Male	56-65	White British	
34	Lundy Ward	Extremely Likely		Everyone has been so kind & helpful & always finds time to stop & explain everything to us. Couldn't wish for better care. Thank you.		None at all.	Male	Over 65	White British	
35	Lundy Ward	Extremely Likely		Staff are brilliant. Level of care excellent.			Female	Over 65	White British	
36	Lundy Ward	Extremely Likely		Great staff day & night, atmosphere, efficient, caring, supportive, non-judgmental etc., clean.			Male	16-25	White British	
37	Lundy Ward	Extremely Likely		Staff wonderful. Ward clean. Very happy.		None, good enough.	Female	56-65	White British	
38	Lundy Ward	Likely					Male	56-65	White British	
39	Lundy Ward	Likely		Very well looked after.			Male	Over 65	White British	
1	Staples Ward (Stroke Unit)	Extremely Likely		Staff very good and friendly.			Female	over 65	White British	
2	Staples Ward (Stroke Unit)	Extremely Likely		Staff have been very good.			Male	over 65	White British	
3	Staples Ward (Stroke Unit)	Extremely Likely		I have been treated well by staff who understand what they are doing.			Male	over 65	White British	
4	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very good and understanding.			Male	over 65	White British	
5	Staples Ward (Stroke Unit)	Extremely Likely		Very friendly staff.		The TV is ridiculously expensive - it should be free.	Male	46-55	White British	

6	Staples Ward (Stroke Unit)	Extremely Likely		The nursing care is excellent.		Better access to the Neurology Department during weekends.	Female	over 65	White British	
7	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been so helpful.		No. Satisfied as it is.	Female	over 65	White British	
8	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are good.		Good as it is.	Female	over 65	White British	
9	Staples Ward (Stroke Unit)	Extremely Likely		Efficient and so clean.			Male	over 65	White British	
10	Staples Ward (Stroke Unit)	Extremely Likely		Everything has been so good.		Very satisfied as it is.	Male	over 65	White British	
11	Staples Ward (Stroke Unit)	Extremely Likely		All a very good team. All work very well together. Nothing is beyond them.		I don't think so. I have no complaints whatsoever. The ward is spotless, the food is very well presented. I find it is better than the food in my residential home.	Female	over 65	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		Not one criticism at all. I hope that answers your question really. I would 100% recommend the ward. The staff get on with their work at all times, always there when needed.		No, I don't think so. I have full admiration for all of the staff here.	Male	over 65	White British	
13	Staples Ward (Stroke Unit)	Extremely Likely		Very, very well looked after indeed. The staff are all so nice.		Absolutely not. I am more than happy. Clean. Good food. Wonderful staff. Always there when required, making it feel very homely.	Female	over 65	White British	
14	Staples Ward (Stroke Unit)	Extremely Likely		I am being treated like a king. I would not have a word said about our hospital, unless they are good words. If		Only one person needs a kick up the backside. He was on night shift a few nights ago - seemed to have no time for us and was making	Male	over 65	White British	

				you have to come into hospital you will receive first class care all of the time. I think the sister is amazing.		a joke of serious matters. But everything else and everyone else have been amazing - the food, the cleanliness, just everything. Very busy and hardworking people.				
15	Staples Ward (Stroke Unit)	Extremely Likely		I would most certainly recommend the ward. The staff are very supportive. The doctor is a good man - so caring.		None at all, complete good care. Plus, as family live away, the hospital have been very supportive and caring to all of us, as a patient and the family. Thank you.	Male	over 65	White British	
1	Tarka Ward	Extremely Likely		Very well treated.			Female	over 65	White British	
2	Tarka Ward	Extremely Likely		Staff have been very helpful and caring.		The vegetarian food at times is uneatable.	Female	26-35	White British	
3	Tarka Ward	Extremely Likely		The service I have received from a friendly staff has been excellent.			Female	over 65	White British	
4	Tarka Ward	Extremely Likely		The staff are friendly and efficient.		Staffing levels could be higher at times - appear to be under tremendous pressure at times	Female	over 65	White British	
5	Tarka Ward	Extremely Likely		Been treated very well.			Male	56-65	White British	
6	Tarka Ward	Extremely Likely		All the staff have been friendly and understanding.			Male	over 65	White British	
7	Tarka Ward	Extremely Likely		All the staff have been helpful.			Male	36-45	White British	
8	Tarka Ward	Extremely Likely		The ward is roomy, airy and light. Friendly staff.			Female	over 65	White British	

9	Tarka Ward	Extremely Likely		Very caring and attentive staff.			Female	46-55	White British	
10	Tarka Ward	Extremely Likely		Everything is explained by the staff.			Male	over 65	White British	
11	Tarka Ward	Extremely Likely		The staff are very kind and helpful - cope well under pressure.		The food is rather bland. Ambulance service - I waited over 3 hours.	Female	over 65	White British	
12	Tarka Ward	Extremely Likely		Everyone has been kind.			Female	over 65	White British	
13	Tarka Ward	Extremely Likely		Well treated by all.			Male	over 65	White British	
14	Tarka Ward	Extremely Likely		Well looked after.		Some staff are rather noisy at night - talking at normal volume when patients trying to sleep.	Male	over 65	White British	
15	Tarka Ward	Extremely Likely		Friendly, helpful, professional, caring.			Male	over 65	White British	
16	Tarka Ward	Extremely Likely		Well looked after.			Female	over 65	White British	
17	Tarka Ward	Extremely Likely		Very good and caring staff.			Female	over 65	White British	
18	Tarka Ward	Extremely Likely		Very kind and understanding staff.			Female	over 65	White British	
19	Tarka Ward	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
20	Tarka Ward	Extremely Likely		Everyone is so friendly and helpful.			Male	46-55	White British	
21	Tarka Ward	Extremely Likely		The staff have been excellent.			Male	over 65	White British	
22	Tarka Ward	Extremely Likely		The staff are lovely and they put my needs first. Although there is a non-pyjama policy, the staff are quite happy for me to wear pyjamas while I am feeling so unwell. They		Some of the food looks and is somewhat dry. The sandwiches can be soggy when containing salad or tomato.	Female	36-45	White British	

				go out of their way to make me feel comfortable about my condition and not to feel embarrassed and nothing is too much hassle. They always try to fulfil my needs. The ward is clean, tidy, airy and light.					
23	Tarka Ward	Extremely Likely		The nursing staff are very good at what they do. Within a few minutes of pressing a buzzer they are there to help. I am lucky to be on a side ward and I have my own facilities which are always clean. I am unable to comment on the food as I have a very limited diet.		None. I am happy with the service.	Male	56-65	White British
24	Tarka Ward	Extremely Likely		Nothing is too much trouble for all the medical and caring staff. They are on the go all the time. The facilities are good and clean. The food is very good with a good choice.		None.	Female	over 65	White British
25	Tarka Ward	Extremely Likely		They are friendly and efficient. The food is good but my appetite is not currently fine. Everything is ok. They		None I can think of.	Female	over 65	White British

				do the best they can. The staff go above and beyond.					
26	Tarka Ward	Extremely Likely		The care is fantastic. The doctors and nursing staff are brilliant. The facilities are good. I am yet to sample the meals.		I cannot think you can improve it.	Male	over 65	White British
27	Tarka Ward	Extremely Likely		The staff were caring and considerate and if anything was not quite right with my health they would check it more often and put it right. The food was quite good and varied with ample portions.		I cannot think of anything at present, everything has been wonderful.	Male	over 65	White British
28	Tarka Ward	Extremely Likely		Everyone is so kind & positive and put me at ease.			Female	Over 65	White British
29	Tarka Ward	Extremely Likely		These people, surgeons, nurses, helpers, cleaning & all other staff were & are incredible.		You cannot improve perfection. [Name withheld].	Male	Over 65	White British
30	Tarka Ward	Extremely Likely		It's like a four-star hotel. Everyone is kind, very, very helpful. Nothing is too much trouble, you press your button someone is there within minutes. Good old NHS. Thanks to our nurses and all the staff.		No.	Female	56-65	White British
31	Tarka Ward	Likely		Everyone has been			Female	over 65	White

				kind and helpful.					British	
32	Tarka Ward	Likely		Very efficient and friendly staff.		I am concerned about access to doctors and consultants at the weekends.	Female	over 65	White British	
33	Tarka Ward	Likely		The nursing staff are very good but of varying expertise. The ward is light and airy. The food is very good with plenty of choice.		As a patient, I would like my needs and opinions taken into account.	Female	over 65	White British	
34	Tarka Ward	Likely		When I first was in, I was in a side room and when I rang for help the staff would say they would return but did not always come back. The facilities are ok. The food is not very appealing.		None I can think of.	Female	56-65	White British	
1	Victoria Ward	Extremely Likely		The staff come when needed.		Need more coffee machines to get a hot drink when you want one.	Male	over 65	White British	
2	Victoria Ward	Extremely Likely		They seem to know what they are doing, or at least some of them.		The staff could not be kinder.	Male	over 65	White British	
3	Victoria Ward	Extremely Likely		All the staff look after you well.		All good.	Female	56-65	White British	
4	Victoria Ward	Extremely Likely		The staff are attentive and amazing.		All good.	Female	over 65	White British	
5	Victoria Ward	Extremely Likely		The staff are helpful and on hand when you need them.		Cleanliness is not good. The food is ok.	Female	36-45	White British	
6	Victoria Ward	Extremely Likely		Attitude and care brilliant. All questions answered.		The food is ok but the jacket potato was raw - cooked on the outside but hard inside.	Male	over 65	White British	

						No alternative offered. Everything else is fine.				
7	Victoria Ward	Extremely Likely		The staff are very helpful and understanding.		More nurses and healthcare assistants. Perhaps, also consider the possibility of a laundry or clothes washing facility i.e. mainly for single patients who have no or few visitors, payable for by the patient.	Male	over 65	White British	
8	Victoria Ward	Extremely Likely		Everyone has been very good.			Female	over 65	White British	
9	Victoria Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
10	Victoria Ward	Extremely Likely		Very helpful and caring.			Male	over 65	White British	
11	Victoria Ward	Extremely Likely		Well looked after.			Female	over 65	White British	
12	Victoria Ward	Extremely Likely		Well treated.			Female	over 65	White British	
13	Victoria Ward	Extremely Likely		Been very well treated.			Female	over 65	White British	
14	Victoria Ward	Extremely Likely		Excellent treatment.			Male	over 65	White British	
15	Victoria Ward	Extremely Likely		The staff are very good.			Male	over 65	White British	
16	Victoria Ward	Extremely Likely		Everyone has been helpful.			Female	over 65	White British	
17	Victoria Ward	Extremely Likely		Been looked after very well.			Male	over 65	White British	
18	Victoria Ward	Extremely Likely		The care has been second to none, nice people.			Male	over 65	White British	
19	Victoria Ward	Extremely Likely		All the staff have been absolutely fantastic. They are kind, caring, professional and		The bathroom floors are incredibly slippery when leaving them to go back to the bed. This needs looking	Female	56-65	White British	

				always take time to explain things & listen to worries that I have had. Victoria Ward staff should be justifiably proud of themselves - every single one.		at.				
20	Victoria Ward	Extremely Likely		Wonderful nursing staff and colleagues. Nice bed (clean) and three meals a day. Nothing is ever too much trouble.			Male	56-65	White British	
21	Victoria Ward	Extremely Likely		Lovely staff and cannot fault the care given.			Female	Over 65	White British	
22	Victoria Ward	Extremely Likely		I have been cared for really well on Victoria. All staff have been cheerful, polite & very helpful. I cannot thank them sufficiently for their courtesy and kindness. [Name withheld]			Female	Over 65	White British	
23	Victoria Ward	Extremely Likely		I cannot praise the staff enough for their kindness and care. They need to get paid more. All angels and boy do we need them. Care was second to none.						
24	Victoria Ward	Extremely Likely		Looked after well by all.			Male	56-65	White British	
25	Victoria Ward	Extremely Likely		The standard of care I found to be		No-one enjoys being in hospital but the staff (all)	Male	Over 65	White British	

				exceptionally high. All the staff were absolutely brilliant, very caring and considerate at all times.		and the treatment rec'd was great. How you improve I don't know. Thank [illegible]. Re-opening cottage hospitals would really help everyone.				
26	Victoria Ward	Extremely Likely					Male	Over 65	White British	Do not publish
27	Victoria Ward	Extremely Likely		My experience has been very good & I do appreciate the care given by this hospital.		Not as regards NDDH but I am aware of 4.3BN capital spending cuts which is doing huge damage.	Male	Over 65	White British	
28	Victoria Ward	Likely		Good, friendly staff.		Better pillows & mattresses.	Male	Over 65	White British	
29	Victoria Ward	Likely		I find the staff caring, kind and efficient. I think that the patients are content because of this. [Name withheld]		Put a TV in the patients' lounge?	Female	Over 65	White British	