

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Jul-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		Had excellent care on both wards and X-ray department.		No.		Over 65	White British	
2	ASU Orthopaedics	Extremely Likely		Cleanliness of the ward. Friendliness of all the medical and non-medical staff.			Male	56-65	White British	
3	ASU Orthopaedics	Extremely Likely		The staff are doing a good job - I have informed them all along the way.			Male	over 65	White British	
4	ASU Orthopaedics	Extremely Likely		Very caring staff, nothing too much trouble.			Female	over 65	White British	
5	ASU Orthopaedics	Extremely Likely		Very busy ward and all the staff have been very helpful.			Female	over 65	White British	

6	ASU Orthopaedics	Extremely Likely		Friendly staff are doing a good job and make me feel a lot better.			Female	over 65	White British	
7	ASU Orthopaedics	Extremely Likely					Female	over 65	White British	Do not publish
8	ASU Orthopaedics	Extremely Likely		The way the staff treat you, the way they care, showing compassion at all times. Very good staff.		No improvements that I can think of. The staff are just amazing. Thank you to everyone.	Female	over 65	White British	
9	ASU Orthopaedics	Extremely Likely		Very attentive and so kind. It seems to me they put themselves inside you and know how you are feeling. Extremely professional.		I cannot think of anything, thank you. The staff are just so wonderful. How they keep going I don't know. They're a credit to the hospital.	Female	over 65	White British	
10	ASU Orthopaedics	Extremely Likely		Because, basically, they look after you, made welcome on arrival. The staff are just wonderful.		That is difficult as the staff do such a good job.	Female	over 65	White British	
11	ASU Orthopaedics	Extremely Likely		I have to say my care has been 1st class. Absolutely wonderful nursing staff, doing a job not many people could do The nurses are so professional.		Not really. Obviously, there are no doubt improvements that could be made but the staff seem to be doing a great job, working so hard on long shifts.	Male	over 65	White British	
12	ASU Orthopaedics	Extremely Likely		My care has been really good - so kind, caring. The staff are easy to talk to - very cheerful staff, always a smile. The cleaning staff keep the bay spotless. The food I have had so far has		My medical care has been absolutely faultless. I do have a suggestion: I am particularly sensitive to light during the night. I therefore use a sleep mask as they give you on long haul flights. Maybe it would be an idea to have these available to	Female	over 65	White British	

				also been good, well cooked, well served, hot and tasty.		people who do have difficulty in sleeping.				
13	ASU Orthopaedics	Extremely Likely		10 out of 10 following two heart attacks - lucky to be alive. The staff are just amazing. Nothing gets in their way as they care for you, giving such professional care and always with kindness.		Nothing really.	Female	over 65	White British	
14	ASU Orthopaedics	Extremely Likely		Could not be better. I would say very nice people for starters, followed by kind, courteous and professional. Nothing is too much trouble for these amazing staff. Spotlessly clean. Food very good.		No, none at all. Just so efficient, compassionate and professional.	Female	over 65	White British	
15	ASU Orthopaedics	Extremely Likely		Wonderful, truly wonderful staff. The staff are just so kind and caring, always a smile and a kind word. The cleaning staff also do a great job.		Not really. I think the whole hospital is amazing but, my word, the staff on this ward work long hours - lovely, hardworking people. Thank you for your kindness and your care.	Female	over 65	White British	
16	ASU Orthopaedics	Extremely Likely		The staff on this ward are extremely helpful and they explain everything to you. The organisation of this ward is very good. They are confident with their system and		None at present.	Female	over 65	White British	

				it flows. The ward and facilities are very clean, housekeeping is excellent. The food choices on the menu and the actual food are both very good, considering the financial restrictions that they have to work with. Help is always available when required.						
17	ASU Orthopaedics	Extremely Likely		The care is first rate and all the staff are friendly. The ward and facilities are clean.		None at the moment.	Female	over 65	White British	
18	ASU Orthopaedics	Extremely Likely		The care is good. They are attentive, kind and nice. The food is very good with ample portions.		None.	Female	over 65	White British	
19	ASU Orthopaedics	Extremely Likely		They are absolutely amazing. They are as good as gold. It is kept very clean. You do not have to wait long for attention. The staff are very kind and friendly. I am not enamoured of the food but they try their best.		None.	Female	over 65	White British	
20	ASU Orthopaedics	Extremely Likely		The care is very good from the medical staff and nurses. They are all very friendly. The support staff are also		None.	Female	over 65	White British	

				good. The facilities are adequate and clean. The food has been very good, particularly the lunches, with good choices on the menu.						
21	ASU Orthopaedics	Extremely Likely		The staff have been very good.			Female	over 65	White British	
22	ASU Orthopaedics	Extremely Likely		The staff have been excellent.			Female	over 65	White British	
23	ASU Orthopaedics	Extremely Likely		Extremely helpful and cheerful staff.			Female	over 65	White British	
24	ASU Orthopaedics	Likely		The staff are always there for you when required. They are also caring and friendly. The toilets and showers are extremely clean. The menu choices are mediocre. The food quality could be much higher, especially the meat products.		None.	Female	over 65	White British	
25	ASU Orthopaedics	Unlikely		Well looked after.			Female	over 65	White British	
1	Capener Ward	Extremely Likely		All the staff are caring and friendly			Female	over 65	White British	
2	Capener Ward	Extremely Likely		Staff are kind and listen to the patient's concerns.		The food at times comes cold, although tasty. I suggest maybe rotating the bays where the food service starts.	Female	over 65	White British	
3	Capener Ward	Extremely Likely		A well-run and caring ward.		Ensure medical records are correct and kept up to date. My operation was on my right eye but the	Male	over 65	White British	

						prescription I received read that they were drops for my left eye.				
4	Capener Ward	Extremely Likely		Everyone is kind and caring.			Female	over 65	White British	
5	Capener Ward	Extremely Likely		The staff have been good to me.			Female	over 65	White British	
6	Capener Ward	Extremely Likely		The treatment has been faultless.		Shortage of nursing staff over the weekend.	Male	46-55	White British	
7	Capener Ward	Extremely Likely		The staff in the ward have been very friendly.			Male	over 65	White British	
8	Capener Ward	Extremely Likely		We are given so much care by the friendly staff.		Food could be improved - bland and uninteresting.	Female	over 65	White British	
9	Capener Ward	Extremely Likely		Staff have been wonderful.		Happy as it is.	Female	over 65	White British	
10	Capener Ward	Extremely Likely		All staff are so kind and helpful.		TV should be less expensive.	Female	36-45	White British	
11	Capener Ward	Extremely Likely		No complaints. All the staff are so friendly.		It would be nice to have the ward modernised as others have been.	Female	over 65	White British	
12	Capener Ward	Extremely Likely		The staff cannot do enough for you - day or night.		Satisfied as it is.	Male	over 65	White British	
13	Capener Ward	Extremely Likely		Relaxed atmosphere.		Ok as it is.	Male	over 65	White British	
14	Capener Ward	Extremely Likely		The staff are very responsive.		Must be very careful not to lose any of the existing facilities, including this hospital.	Male	over 65	White British	
15	Capener Ward	Extremely Likely		I have been treated well.		Ok.	Female	over 65	White British	
16	Capener Ward	Extremely Likely		Very efficient - nothing is too much trouble.		Satisfied as it is.	Female	over 65	White British	
17	Capener Ward	Extremely		Very kind, helpful and		The food is not quite as	Female	over 65	White	

		Likely		responsive.		good as it used to be.			British	
18	Capener Ward	Extremely Likely		Friendliness, and the response time is so good.		At times, the staff are overstretched.	Female	over 65	White British	
19	Capener Ward	Extremely Likely		Been very well looked after by all.			Male	over 65	White British	
20	Capener Ward	Extremely Likely		Well looked after by all.			Female	over 65	White British	
21	Capener Ward	Extremely Likely		Well looked after.			Female	26-35	White British	
22	Capener Ward	Extremely Likely		The staff are so caring. Couldn't wish for anything better.		The food is bad - completely tasteless and could be presented better.	Female	over 65	White British	
23	Capener Ward	Extremely Likely		The staff have been very good.			Male	over 65	White British	
24	Capener Ward	Extremely Likely		The care from the staff is very good. They regularly check on you and will do anything for you. The ward is spotlessly clean. I have not got a good word to say about the food. It is totally rubbish. I have not had any food in 2 days other than porridge for 2 breakfasts. The appearance and smell is terrible. I have only had crisps that have been brought in for me.		The food needs improving.	Female	over 65	White British	
25	Capener Ward	Likely		The ward is a bit cramped - patients are too close together.		Satisfied as it is.	Female	over 65	White British	

26	Capener Ward	Likely		The negative side is that you have to wait quite some time after you ask for help before you get it. Otherwise, the care is good. The ward is clean and good, as are the other facilities. There is a good selection of food which is of a satisfactory standard.		Not at this stage.	Male	over 65	White British	
27	Capener Ward	Likely		They are very friendly and helpful and it is very clean. When I press the button, staff don't always come and it will take them at least 10mins before they notice I am having a fit because they are all in another room. The food has improved since I was last in a couple of years ago.		I know they are short-staffed but there should be at least 1 member of staff per bay not 5 in 1 bay and none in my bay. Consequently, as what happened last night, I had a fit and no-one was about. This was not written up on the chart.	Female	16-25	White British	
28	Capener Ward	Unlikely		Last night, I was unable to sleep as other patients on the bay were shouting and screaming. The staff have been excellent and have done anything for me, including helping with showering. The food is satisfactory.		There should be an alternative room put aside to put patients in who are disrupting other patients, especially at night.	Male	over 65	White British	
1	Caroline	Extremely		The staff are truly		No, I don't think there is	Female	Under	White	

	Thorpe Ward	Likely		brilliant, very compassionate and welcoming from the start, always showing full attention at all times.		anything major. Maybe an extra DVD player or two on the ward. There are only two on the ward at the moment so, if busy, extra would help. The food is good. I give it 8 out of 10. Arrived with my mum through A&E - all very good there as well. Through A&E quite quickly (within about 2 hours) and up on to Caroline Thorpe. Trust response: There are 6 DVD players on Caroline Thorpe Ward.		16	British	
2	Caroline Thorpe Ward	Extremely Likely		The staff are just fine, always around to look after us. Very kind and considerate.		Nothing I can think of. Arrived by ambulance, straight to theatre and then onto the ward.	Male	Under 16	White British	
3	Caroline Thorpe Ward	Extremely Likely		The staff have been very attentive to both of us, always there making sure all is ok. Made to feel very welcome on arrival, all so kind and very caring.		No. I cannot think of anything. Very clean and tidy and the food is actually quite nice. A huge thank you to everyone.	Male	Under 16	White British	
4	Caroline Thorpe Ward	Extremely Likely		Our son has been dealt with extremely quickly and efficiently. X-rayed and down to theatre - all sorted as much as they can. Awaiting scan results. Staff doing everything they can in their care for our son and myself, as the		Nothing that I can honestly think of. Everything has been fine. Staff all carrying out their job in a very professional way.	Male	Under 16	White British	

				parent.					
5	Caroline Thorpe Ward	Extremely Likely		So very impressed by your A&E department who very quickly picked up on the fact that our son needs specialist paediatric care. In a very short space of time we were made welcome by the very proficient and professional staff on Caroline Thorpe Ward. The staff on the ward very quickly picked up on our son's needs. From the start we have all been treated by very kind, competent and understanding staff. Thank you.		Neither of us as parents can think of one negative thing to say. The staff were so quick to liaise with our hospital at home. This allowed a smooth transition of medication etc. with the sharing of medical records. May we say, it is not only our son that has been looked after in this way, but we too, as parents, have been made so welcome and treated with great respect.	Male	Under 16	White British
6	Caroline Thorpe Ward	Extremely Likely		The hospital have looked after daddy and me very well, because I am three and being a good boy. I was a good boy and had my pink medicine.		As the parent, I really do not think you could have improved on the care and service we have received. Very kind and caring staff. Also impressed with A&E, triage very quick to see our son, then up onto Caroline Thorpe Ward.	Male	Under 16	White British
7	Caroline Thorpe Ward	Extremely Likely		After being involved in a road accident yesterday we were both admitted to hospital. Paramedics were amazing and our son was brought here		I really cannot think of one thing. Our care has been of the highest quality. We feel very lucky to have survived the accident but Caroline Thorpe, looking after our son, have been so kind, as	Male	Under 16	White British

				by helicopter. I just cannot thank the absolutely fabulous team on Caroline Thorpe for the wonderful, professional care shown to us at all times. So thorough, sincere and caring at all times.		have KGV looking after me. Thank you.				
8	Caroline Thorpe Ward	Extremely Likely		I like the bed! The staff have looked after both of us tremendously well.		I would like an Xbox in my room and Fanta Orange. Nurses are wonderful. Really good food. The staff have looked after mommy as well, providing her with a bed, tea and toast.	Male	Under 16	White British	
9	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful, friendly staff. Thank you for looking after my [name withheld].	Took time with us to explain. Very caring.		Female		White British	
10	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	Do not publish
11	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff very caring. Put us parents at ease & brilliant with our little one!!! Big thanks. xx			Female			
12	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care from everyone. Couldn't fault the service provided.	Way in which all of the staff looked after my son and made him feel special at a worrying time.	Nothing - thank you so much for looking after us so well.	Male	Under 6	White British	
13	Caroline Thorpe Ward	Yes	Parent/ Guardian/	They are friendly and very helpful with	That they keep you informed with		Female	16-18	White British	

			Carer	everyone.	everything.					
14	Caroline Thorpe Ward	Yes	Patient	Really nice and [illegible] nurses, really helpful.	People (very kind).		Female	12-15	White British	
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nurse [name withheld] looked after us all extremely kindly and v. helpful. Consultant was also excellent. Thanks.	Staff.	N/A	Female	Under 6	White British	
16	Caroline Thorpe Ward	Yes	Patient	My ward nurse, [name withheld], has been very kind and caring and the doctors have been very efficient and helpful.	I always felt that if I had a problem I could ask for help.	Nothing.	Female	16-18	White British	
17	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	I feel like the staff have gone above & beyond to help us. Advice, support & guidance has been first class. Thank you.	Staff have been lovely. Help when we really needed it.	Nothing.	Female	Under 6	White British	
18	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly, good & helpful. Able to answer questions and be supportive.	The care given.	No.	Male	Under 6	White British	
19	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really good with my son and clear he enjoyed the playroom and painting in the school room. Thank you for looking after him.	Having things for the children to do and the interaction.	Because of the weather, it was very hot, maybe fans in the room or something similar.	Male	Under 6	White British	
20	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly and helpful staff.	The information and helpfulness of the staff.		Male	6-8	White British	
21	Caroline Thorpe Ward	Yes	Parent/ Guardian/	Friendly and helpful staff, we were kept	[Name withheld] was kept comfortable and	Nothing.	Male	6-8	White British	

			Carer	well informed with what was happening.	everything about the procedure was explained to him really well.					
22	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff & doctors very helpful.			Female	6-8	White British	
23	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Put at ease from the moment we arrived. Friendly, efficient staff. Thank you very much.	Getting a teddy bear when having a blood test.		Female	Under 6	White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very pleased with the treatment my daughter has received. We have been very well looked after.	[Illegible] in HDU! Lots of info given.		Female	Under 6	White British	
25	Caroline Thorpe Ward	Yes	Patient	The doctors are great and I got help if I needed it.	They took good care of me and made me feel a bit better.		Female	12-15	White British	
26	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff have been helpful and on hand.	Parents made welcome.	Nothing.	Male	Under 6	White British	
27	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone was so friendly and helpful and did above and beyond to keep my little girl happy. Thank you so much. Very prompt assessments by doctors.	Nursing staff. The fact I could stay with [name withheld]. Own room. The school.	The menu could be better for children.	Female	Under 6	White British	
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very attentive and fantastic service. Very thorough and it has been a pleasure!	Service. Great staff. Hygiene.	Nothing!	Male	Under 6	White British	
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My son came in and within 5mins someone was here to check him.	Didn't stay.	No - was amazing.	Male	Under 6	White British	

				Very friendly staff, felt very welcome. Thank you.						
30	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fun, games & eat jelly. All staff very friendly & good entertainment.	Felt safe & cared for.	Nothing.	Female	12-15	White British	
31	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff are friendly and very welcoming. My son had his 1st ever operation today and was put at ease Thank you.	Everything.	Nothing.	Male	9-11	White British	
32	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Good lot better than last time.	Staff and times.	Nothing.	Female	Under 6	White British	
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great care, very well looked after.	Staff helpful & kind.		Male	Under 6	White British	
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful nurse and assistants.	Helped my son.		Male	Under 6	White British	
35	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely staff, good care and facilities.	Everything was done for my son to make sure he was okay.	I think both parents should be allowed to stay, especially when ill babies don't sleep etc. We live an hour away.	Male	Under 6		
36	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent ward. Friendly staff.	Seen straightaway and everything was explained.		Female		White British	
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Such friendly staff - constantly talking to [name withheld], (child) about what was happening & reassuring a very nervous mummy. Went out of way to						

				make us feel happy. Medical attention clear & informative. Thank you!						
38	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	[Name withheld] was wonderful! My daughter, [name withheld], was a handful and [name withheld] made her laugh and feel comfortable - so important. Thank you. xxx			Female	Under 6	White British	
39	Caroline Thorpe Ward	Yes	Patient	Staff are friendly & look after you well.	Staff & facilities.	Pharmacy takes a while.	Female	16-18	White British	
40	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely, helpful and have mum & babies best interest at heart.						
41	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Made to feel safe!	Staff, particularly [name withheld], & all other staff.	Invent an easy urine catcher for wriggly babies!				
42	Caroline Thorpe Ward	Yes	Patient	Great staff, everyone was lovely and put our minds at ease. All avenues of babies care were met and cared for. xx	They also let daddy stay and monitored baby throughout the night.	N/A	Female	Under 6	White British	
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are lovely. Lots for children to do.			Male	Under 6	White British	
44	Caroline Thorpe Ward	Yes	Patient	Quick service, nice staff who are easy to understand and explain things well.	The care I was given was amazing and really helpful.	There was nothing that I thought could be done better.	Female	16-18	White British	
45	Caroline Thorpe Ward	Yes	Parent/ Guardian/	The care we received from all the staff was	Polite, attentive staff. Bed for me to sleep		Male	Under 6	White British	

			Carer	great.	on next to my baby.					
46	Caroline Thorpe Ward	Yes	Not entered				Male	6-8	White British	Do not publish
47	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The support given to myself in terms of helping me to feed my son whilst I was here was exemplary. All staff made me feel extremely welcome and were warm and professional at all times. Thank you!	Care & support from staff. Room. Knowledge of staff. Couldn't fault it.		Male	Under 6	White British	
48	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish
49	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	[Name withheld] was treated fantastically. The staff were very kind and reassuring.	The level of care and attentiveness of staff.		Male	Under 6	White British	
51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really friendly staff that made my little boys stay feel much more relaxed.			Male	Under 6	White British	
52	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly team of staff. Made both [name withheld] & family feel very welcome and in good hands.	Excellent care and good communication with parents about treatment.	It is pretty warm at times in the playroom.	Female	6-8	Mixed / Multiple ethnic groups	
53	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Caring staff & promptly seen to.	Care given by staff.		Female	Under 6	White British	

54	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great all round. Helpful & friendly service.	As overleaf.	N/A	Female	Under 6	White British	
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff make it a fantastic ward and made [name withheld] feel very much at ease.	Again, the friendly, attentive staff.	Not a thing!	Male	Under 6	White British	
56	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	[Name withheld] has been well looked after from the moment he was seen in triage last night. Every medical practitioner he has met has taken the time to listen to our concerns and we feel every effort has been made to make sure every eventuality has been covered, with the added reassurance that should we need to we can call the ward.	The medical staff, (their kindness, patience and thoroughness of the doctors) the room was quiet, cool in temperature, a bed was provided for a parent, the food looked very nice (despite the fact [name withheld] couldn't eat it), the lady from the school was very kind and it's an amazing facility to have on offer.		Male	12-15	White British	
57	Caroline Thorpe Ward	Yes	Not entered	Everyone was friendly & helpful & put us at ease. Everything was explained fully. Everyone was very supportive and calming. Everyone was comforting and reassuring.	Care received. Everyone checked everything was ok.	Nothing. Nothing, it was perfect.	Female	9-11	White British	
58	Caroline Thorpe Ward	Yes	Not entered							Do not publish
59	Caroline Thorpe Ward	Yes	Not entered				Female	Under 6	White British	Do not publish

60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My daughter received excellent care from the moment we arrived here. Nurses and doctors were very friendly and professional.	My daughter was monitored carefully throughout the night and day and results of blood and urine samples were explained clearly.	Nothing in terms of care but the room was very sparse for a children's ward - perhaps some pictures / cartoons on the wall - a minor thing!	Female	Under 6	White British	
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone very helpful.	Good care & helpful.		Female	Under 6	White British	
62	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff have been lovely and have gone above & beyond. Playroom is lovely.	Everything.	Nothing.	Female	Under 6		
63	Caroline Thorpe Ward	Yes	Not entered	Clean. Nice staff.	Good staff.	A shorter wait to see the doctor.	Female	9-11	White British	
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everything was just perfect!	Nurses have been so friendly!	Nothing! Thanks a lot!	Male	9-11		
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff have been lovely, kind & caring. The doctors explained everything well and we are really happy with the treatment [name withheld] received.	The staff are fantastic, nothing was too much trouble and were so good with [name withheld]. Thank you.	Nothing!	Male	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We received outstanding care and attention from all staff. Nothing felt too much trouble. Plus, facilities were amazing. Especially impressed as were on holiday, so not even our local hospital!	Efficient service. Kept well informed. Well cared for & very informative.	Honestly, nothing!	Female	Under 6	White British	
67	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff, nothing too much trouble.	As before and food was ok!	Air conditioning!	Female	Under 6	White British	

			Carer							
68	Caroline Thorpe Ward	Yes	Patient	Because I was well looked after & friendly staff.			Male	12-15	White British	
69	Caroline Thorpe Ward	Yes	Not entered	Very friendly and kind doctors & nurses (& all staff!). Excellent rooms to play in and friendly feel to the ward.	Same as previous.	N/A. Excellent service.	Female	6-8	White British	
70	Caroline Thorpe Ward	Yes	Patient				Female	12-15	White British	Do not publish
71	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	So lovely & clean. Very friendly and attentive staff. x	Nothing you ask is too much! So willing to help!	Nothing! Thank you for everything. x	Female	Under 6	White British	
72	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff, helpful.	Friendly, welcoming.	Lots of people walking in the room (maintenance etc.?) that we didn't expect or know - maybe they could have just quickly said who they were.	Female	Under 6	White British	
73	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We were seen quickly and looked after very well by [name withheld]. The doctor was very informative and thorough.	Everything.	Nothing.	Female	Under 6	White British	
74	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind, caring, thorough care at all times. Thank you.	Care, time & communication.	Nothing.	Male	Under 6	White British	
75	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Attentive staff, directed in person to the Children's Ward from A&E. Staff helpful & informative. Short wait time. Love NHS!!!		Nothing.	Male	Under 6	White British	
76	Caroline	Yes	Not entered	This is third time to	Immediate		Male	Under	Mixed /	

	Thorpe Ward			this ward and the nurses, doctors and staff always reassure that we are well looked after.	treatment. Thorough checks. Treated nicely and equally.			6	Multiple ethnic groups	
77	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are lovely - even in the middle of the night.	It wasn't for very long.		Female	Under 6	White British	
78	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Care & treatment from all nurses & doctors.	The care, treatment & attention to making it as comfortable as possible.	Nothing.	Male	Under 6	White British	
79	Caroline Thorpe Ward	Not entered	Not entered	Very good, excellent.	Waited on hand & foot.	Nothing.	Male	Under 6	White British	
80	Caroline Thorpe Ward	Not entered	Parent/ Guardian/ Carer	Great support. Thank you all!	We were very well looked after.	Maybe 1 or 2 updates to let us know we were still waiting for test results.	Female	Under 6	White British	
1	Fortescue Ward	Extremely Likely		Nice comments from family who visited [name withheld] during his stay.			Male	Over 65	White British	
2	Fortescue Ward	Extremely Likely		Fantastic staff. Lovely ward. Happy atmosphere.		Not really.	Male	Over 65	White British	
3	Fortescue Ward	Extremely Likely		All the staff were professional & helpful & kind - which is very important if you are feeling worried about your injury / condition.			Female	Over 65	White British	
4	Fortescue Ward	Extremely Likely		I have received the very best of treatment & utter kindness from all staff.		Possibly more staff.	Female	Over 65	White British	
5	Fortescue Ward	Extremely Likely		Full marks. Fortescue Ward is the tops. From		None.	Female	Over 65	White British	

				nurses, doctors, physio, volunteers, housekeepers, all staff involved with my treatment. Could not have been in better hands. xx						
6	Fortescue Ward	Extremely Likely		The staff are very good with dad.			Female	46-55	White British	
7	Fortescue Ward	Extremely Likely		I can't all thank for looking after me so well. They all deserve a medal. Good [illegible] to all.		No.	Female	Over 65	White British	
8	Fortescue Ward	Extremely Likely		Great care, everyone helpful, can find no fault with the care or service.		Shorter shifts for staff. Park & ride. Charge for food - laundry?? Means test. Offer tariff for private care.	Male	Over 65	White British	
9	Fortescue Ward	Extremely Likely		Well looked after by everyone.			Female	over 65	White British	
10	Fortescue Ward	Extremely Likely		This ward is one the nicest wards I've been on. The staff are very caring.			Female	over 65	White British	
11	Fortescue Ward	Extremely Likely		All the staff are very helpful and encouraging.			Female	over 65	White British	
12	Fortescue Ward	Extremely Likely		The staff, the kindness, the encouragement shown - all positives. I have been on many wards in this hospital and I can assure you this ward shines through them all. Just truly wonderful staff.		Do you know, I cannot think of anything that would improve things, even after weeks on the ward. The staff always give of their level best. Just a huge thank you to everyone.	Female	over 65	White British	
13	Fortescue	Extremely		Wonderful staff, so		Just one concern is the lack	Female	over 65	White	

	Ward	Likely		kind and caring, doing everything both asked and expected from them, plus extremely professional at all times.		of communication at times from the doctors to the nurses who are looking after me. A shame because the nurses and physios are wonderful in the way they care for us all. The Sodexo staff keep the ward spotlessly clean, and the food is more than acceptable. Also one silly thing, I am only allowed two cups of tea a day. I have one with my breakfast but not with my evening meal which I would like.			British	
14	Fortescue Ward	Extremely Likely		I am overwhelmed today actually, just had a nice shower since coming out of intensive care. Good communication from the doctors. The staff are just amazing, all of them.		I do get bothered by the patient in the next bed. The staff have listened to me and certainly do their best, so not complaining, but hope I may be able to be moved.	Female	over 65	White British	
15	Fortescue Ward	Extremely Likely		Very friendly nurses and doctors.			Male	over 65	White British	
16	Fortescue Ward	Extremely Likely		Everyone is so friendly, hardworking and kind, especially with what they have to put up with all the time from certain patients.		Not really, everything is very good.	Male	over 65	White British	
17	Fortescue Ward	Extremely Likely		After being in Exeter and Plymouth hospitals, it is like coming home here.		No. I am treated as a person. The staff are just wonderful, always a smile and a kind word. So clean	Female	over 65	White British	

				The staff are so kind and caring, showing genuine feeling for you at all times. They have that magic, personal touch.		and tidy and, with encouragement. I am picking up with my eating, so all very good. Lucky to have my family around me as well.				
18	Fortescue Ward	Extremely Likely		Good care. 100% on the ball at all times. The nurses are all fabulous, do anything for you.		Not at all. I am just awaiting a ramp to be built for me, then off home. After losing my leg, I can only say a huge thank you to everyone.	Male	56-65	White British	
19	Fortescue Ward	Extremely Likely		Good attention to service.			Male	56-65	White British	
20	Fortescue Ward	Extremely Likely		Friendly ward.		Maybe have a room away from the bay to discuss any problems etc. with relatives.	Female	over 65	White British	
21	Fortescue Ward	Extremely Likely		Friendly staff, always helpful.			Female	over 65	White British	
22	Fortescue Ward	Likely		Thank you for care given to my mother. The staff, day and night, were fantastic.						
23	Fortescue Ward	Likely		Times for visiting are good.			Female	Over 65	White British	
24	Fortescue Ward	Likely		Due to patients on the ward and ancillary.		No. Service has been good, especially food.	Male	Over 65	White British	
25	Fortescue Ward	Neither Likely nor Unlikely		You don't normally get any choice where you go! The staff are all lovely.			Male	Over 65	White British	
1	Glossop Ward	Extremely Likely		Because all of the staff from any area, are so kind, considerate, nothing too much trouble. My nursing care has been excellent. Everyone is		No.	Female	Over 65	White British	

				so cheerful, which means so much when you not well.						
2	Glossop Ward	Extremely Likely		They are all great.		Tell the situation as it is.	Male	Over 65	White British	
3	Glossop Ward	Extremely Likely		A very caring and helpful team.			Male	Over 65	White British	
4	Glossop Ward	Extremely Likely		The staff couldn't do enough for me. The atmosphere was very happy.			Female	Over 65	White British	
5	Glossop Ward	Extremely Likely		You are given all the care and attention that each patient needs. The staff are extremely caring and can't do enough for patients (this includes domestic staff as well). Very grateful to all.			Female	Over 65	White British	
6	Glossop Ward	Extremely Likely		All staff are friendly & helpful. Nothing is too much trouble.			Female	Over 65	White British	
7	Glossop Ward	Extremely Likely		Great hospital and great nurses & doctors, much nicer than the hospitals where I live in Surrey.		Carry on doing what your doing.	Female	Over 65	White British	
8	Glossop Ward	Extremely Likely		All the staff are very caring & helpful. The ward is kept spotlessly clean.			Female	Over 65	White British	
9	Glossop Ward	Extremely Likely		The staff were all very welcoming & nothing was too much trouble.			Male	56-65	White British	
10	Glossop Ward	Extremely Likely								

11	Glossop Ward	Extremely Likely		Nurses / doctors very friendly and helpful.			Male	Over 65	White British	
12	Glossop Ward	Extremely Likely					Male	Over 65	White British	
13	Glossop Ward	Extremely Likely								
14	Glossop Ward	Extremely Likely		Everyone has been so friendly and delivered person-centred care. I have been in for a week but the staff have made it a pleasant experience. Thank you.			Female	36-45	White British	
15	Glossop Ward	Extremely Likely		Every one of the medical staff have been so lovely and I was looked after extremely well. Also, all the Sodexo ladies are so kind and nothing was too much trouble.			Female	46-55	White British	
16	Glossop Ward	Extremely Likely		A lovely experience on Glossop. The staff work so hard, always pleasant and show kindness and compassion at all times. Spotlessly clean at all times. The food could be better, but acceptable.		No, not really.	Female	36-45	White British	
17	Glossop Ward	Extremely Likely		I cannot fault anything. Incredible, adorable staff who put themselves out to		My care has been of the finest possible. I just wish there were more greens on the menu. However, I am	Female	36-45	White British	

				understand you as an individual. Their professional care is over and above.		being picky now. I was very upset one day last week as my emotions were all over the place but I was soon attended to, curtains pulled round, arm of comfort and a lot of very kind and positive words soon had me back on track. Thank you.				
18	Glossop Ward	Extremely Likely		Wonderful staff who are always there to help and assist you. Very professional.		No, I don't think so. More than happy with my care. Clean all the time. The food is spot on. No complaints at all.	Male	56-65	White British	
19	Glossop Ward	Extremely Likely		Well looked after by all staff.			Male	26-35	White British	
20	Glossop Ward	Extremely Likely		Nothing is too much trouble for the staff. Everyone is friendly.			Female	56-65	White British	
21	Glossop Ward	Extremely Likely		Staff are friendly and willing.			Female	16-25	White British	
22	Glossop Ward	Extremely Likely		Staff are kind, understanding and helpful.			Female	56-65	White British	
23	Glossop Ward	Extremely Likely		The staff have been excellent.			Male	over 65	White British	
24	Glossop Ward	Extremely Likely		I find the bay to be very hot. Each patient in the bay has a fan which is being used.			Male	46-55	White British	
25	Glossop Ward	Extremely Likely		Everyone appears to be happy and getting well treated.			Male	36-45	White British	
26	Glossop Ward	Extremely Likely		I have been well looked after by all the friendly staff.			Male	over 65	White British	

27	Glossop Ward	Extremely Likely		The staff are very friendly and kind. What the nursing staff do is wonderful, particularly the night nurses. Everything is good.		None.	Female	over 65	White British	
28	Glossop Ward	Extremely Likely		If I ask for anything it happens e.g. taking me to the toilet. The staff have been caring and always pull the curtains to give me privacy. The toilets are ok and handy but there are no plugs in the sink which makes washing difficult. I have not had much to eat as yet so cannot comment.		I would like to be offered a hot drink in the evening e.g. tea or Horlicks.	Female	over 65	White British	
29	Glossop Ward	Extremely Likely		The staff are ok and regularly check how I am feeling. The food is alright with ample portions. I am regularly offered drinks and water is always available.		None.	Male	26-35	White British	
30	Glossop Ward	Extremely Likely		The staff have been very good. If you press the button overnight they come straightaway. The ward is clean. I have only had breakfast so far and the porridge was really nice.		No, I cannot think of anything.	Male	over 65	White British	
31	Glossop Ward	Extremely		The staff are nice and		None. Everything is great.	Male	46-55	White	

		Likely		very friendly and are helpful and will always be available to help. The food is the best hospital food I have had and I have had some experience. The food is fresh and of good portions and quality. There are plenty of choices on the menu. The ward is clean with great showers.		Best hospital I have been in.			British	
32	Glossop Ward	Extremely Likely		All staff very good. They do their best to look after the patient.		No complaints whatsoever.	Male	over 65	White British	
33	Glossop Ward	Extremely Likely		Everyone so helpful - quick to respond.		Satisfied as it is.	Male	over 65	White British	
34	Glossop Ward	Extremely Likely		All the nursing and ward staff are very good but communication between doctors could be improved as they give conflicting advice.		Satisfied as it is.	Male	over 65	White British	
35	Glossop Ward	Extremely Likely		All staff have been very good.		Very satisfied as it is. I have made many visits to the hospital and this is the best ward.	Female	46-55	White British	
36	Glossop Ward	Extremely Likely		Everyone so kind and helpful.		Satisfied as it is.	Female	36-45	White British	
37	Glossop Ward	Extremely Likely		The staff are always happy and smiling.			Male	over 65	White British	
38	Glossop Ward	Extremely Likely		Staff are friendly.			Male	over 65	White British	
39	Glossop Ward	Extremely		Nursing staff very		Doctors need to listen to the	Female	over 65	White	

		Likely		pleasant and supportive.		patients more.			British	
40	Glossop Ward	Extremely Likely		The care and attention I've been given has been first class.			Male	over 65	White British	
41	Glossop Ward	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
42	Glossop Ward	Likely		The nurses are friendly and polite. The ward is nice and clean. We have all been given a fan which can be turned on when I want due to the hot weather.		Personally, I would like the lights out earlier at night. I would also like the sound from TVs etc. to be down or for other patients to use headphones and for night nursing staff to put the table nearer to the bed so I can reach for drinks at night.	Female	26-35	White British	
43	Glossop Ward	Likely		The nursing, particularly at night, can be variable as to the care and empathy given. The Sodexo staff who provide the meals are really lovely.		I would like a little more understanding from some nursing staff when I explain I am not feeling well enough to get out of bed to sit in the chair.	Female	56-65	White British	
44	Glossop Ward	Likely		Everything appears to be ok.			Female	over 65	White British	
45	Glossop Ward	Unlikely		Not happy in this ward.		Get rid of the hospital.	Female	over 65	White British	
1	Intensive Care Unit	Extremely Likely		I personally do not feel that the general public realise just how good the quality of care is under our NHS. In particular, our local hospital here in Barnstaple. The staff here on ICU are surely the best, absolutely		Not really. I find it very difficult to find any fault, only compliments really.	Female	over 65	White British	

				wonderful people. I am amazed how quiet and peaceful it is during the night.					
2	Intensive Care Unit	Extremely Likely		The staff are just great. Just so caring and attentive at all times, not just to our daughter, but also to us as her parents.		Impossible I would think, just so professional at all times, doing a 1st class job. Totally dedicated in what they do, could not be in better hands. Thank you.	Female	Prefer not to say	White British
3	Intensive Care Unit	Extremely Likely		Looked after so well. Just so kind and caring, showing genuine care at all times. What would we do without these wonderful people?		No way. I do not think it would be at all possible. I feel my care has been of the highest professional standard there is - 1st class. I would like to give a big thank you to all of the staff.	Male	over 65	White British
1	King George V Ward	Extremely Likely		Cannot fault the staff (day or night), could not do enough for me. Cheerful, caring and professional. Thank you to you all. [Name withheld].		None - service second to none.	Male	46-55	White British
2	King George V Ward	Extremely Likely		The care the staff take to make sure you are looked after properly. I thank them with all my heart. God bless them all.[Name withheld]			Male	Over 65	White British
3	King George V Ward	Extremely Likely		Responsive & kind staff. Organised & clean.			Female	56-65	White British
4	King George V Ward	Extremely Likely		Well looked after by staff.			Male	over 65	White British
5	King George V Ward	Extremely Likely		Very caring and friendly staff.			Male	over 65	White British

6	King George V Ward	Extremely Likely		Can't fault the day or night staff. They could not do enough for me. The service has been second to none.		A long wait in A&E.	Male	46-55	White British	
7	King George V Ward	Extremely Likely		Staff very friendly.		Shortage of nursing staff and doctors.	Female	26-35	White British	
8	King George V Ward	Extremely Likely		Staff excellent - all very courteous.		None at all. So good as it is.	Female	56-65	White British	
9	King George V Ward	Extremely Likely		The staff are all so friendly and the ward is very clean.		Very good as it is.	Female	46-55	White British	
10	King George V Ward	Extremely Likely		Very friendly.		More staff needed at times during the day.	Female	over 65	White British	
11	King George V Ward	Extremely Likely		Everything is so good.		No - so good as it is.	Female	over 65	White British	
12	King George V Ward	Extremely Likely		Very quick to respond.		I find the amount of bleeping excessive at times and would like a quieter means of communication introduced, if possible.	Female	over 65	White British	
13	King George V Ward	Extremely Likely		Attention to the patient's needs is excellent.			Male	over 65	White British	
14	King George V Ward	Extremely Likely		I have confidence in the ability of the staff.		Very satisfied as it is.	Male	over 65	White British	
15	King George V Ward	Extremely Likely		Friendly and so helpful.		No. No complaints.	Male	36-45	White British	
16	King George V Ward	Extremely Likely		Staff have been very helpful.		Happy as it is.	Female	26-35	White British	
17	King George V Ward	Extremely Likely		Kept well-informed.		Satisfied as it is.	Male	over 65	White British	
18	King George V Ward	Extremely Likely		The staff have been respectful and good.			Female	56-65	Other ethnic group	
19	King George V Ward	Extremely Likely		Well looked after by a dedicated team.			Male	over 65	White British	

20	King George V Ward	Extremely Likely		It's been ok so far.			Male	over 65	White British	
21	King George V Ward	Extremely Likely		Very good ward, friendly staff.		More nurses and HCAs.	Male	over 65	White British	
22	King George V Ward	Extremely Likely		Very good. Treated well by all staff.		More nurses and doctors.	Male	46-55	White British	
23	King George V Ward	Extremely Likely		Very friendly and helpful.			Female	36-45	White British	
24	King George V Ward	Extremely Likely		Staff have been friendly and helpful.			Female	36-45	White British	
25	King George V Ward	Extremely Likely		The staff have looked after me well - very friendly and understanding.			Female	46-55	White British	
26	King George V Ward	Extremely Likely		Being treated very well by the staff at all times.		Very clean. Good food. Very kind, friendly, caring and professional staff. So no, I cannot think of any way to improve.	Male	36-45	White British	
27	King George V Ward	Extremely Likely		Top marks to the staff. A happy ward. I am amazed at just how much work the staff do, the compassion they show, their kindness, plus the way they treat patients with all different health issues and yet respond straightaway.		Immaculate bay, spotlessly clean and tidy. Sodexo staff always have a smile and a kind word. The food is fine. The nurses are truly amazing, nothing seems any trouble to them.	Female	over 65	White British	
28	King George V Ward	Extremely Likely		Very peaceful. The nursing staff have been good,			Male	46-55	White British	
29	King George V Ward	Extremely Likely		Nursing staff are very welcoming.			Female	26-35	White British	
30	King George V Ward	Extremely Likely		Well looked after.			Female	over 65	White British	

31	King George V Ward	Extremely Likely		It's been good for me.			Female	over 65	White British	
32	King George V Ward	Extremely Likely		All the staff are very good and understanding.			Female	over 65	White British	
33	King George V Ward	Extremely Likely		Cannot be faulted.		Very satisfied as it is.	Male	over 65	White British	
34	King George V Ward	Extremely Likely		Staff friendly and attentive.		Satisfied as it is.	Female	36-45	White British	
35	King George V Ward	Extremely Likely		So friendly.		No. It has been a good experience.	Female	over 65	White British	
36	King George V Ward	Likely		Not been in long but made to feel comfortable and at home.		Satisfied as it is but nowhere to put items in the bathroom - no hook or shelf.	Female	over 65	White British	
37	King George V Ward	Not entered		All staff so friendly & make you feel really relaxed. Thank you.(But let's hope once is enough)		Service excellent, staff so friendly, food really delicious & moreish. Thank you. x	Female	Over 65	White British	
1	Lundy Ward	Extremely Likely		The care I received was very kind and dignified. The nurses were very understanding regarding all my needs. They all showed great dedication in all they do. Thank you very much.		There could be much improvement in the food provided - very poor quality.		Over 65		
2	Lundy Ward	Extremely Likely		Very polite friendly staff. Very clean environment. Food and drinks - made nice strong cup of tea when I requested it. Re-warming of my heat pack. Offered shower /			Female	46-55	White British	

				bathing supplies if necessary. Consultant team explained fully what happened & next steps. Thank you.						
3	Lundy Ward	Extremely Likely		The medical staff are all very attentive and patient.			Female	46-55	White British	
4	Lundy Ward	Extremely Likely		Staff very helpful & friendly. Nothing is too much trouble.			Male	56-65	White British	
5	Lundy Ward	Extremely Likely		Having been the 1st time I stayed in, the care I received is second to none from all staff at all times, have been most helpful and nothing has been too much trouble.			Male	56-65	White British	
6	Lundy Ward	Extremely Likely					Male	Over 65		Do not publish
7	Lundy Ward	Extremely Likely		The staff were extremely friendly. I do not think I could have better medical care anywhere else.						
8	Lundy Ward	Extremely Likely		The care taken was excellent. It's a pity we can't always choose Lundy Ward.						
9	Lundy Ward	Extremely Likely		Every aspect of my care from consultant to cleaner was outstanding. [Name withheld]		None.	Male	56-65		
10	Lundy Ward	Extremely		Staff very polite &		Service received was	Female	Over	White	

		Likely		helpful. I would particularly like to thank [names withheld].		excellent. Can't see how you can improve on it.		65	British	
11	Lundy Ward	Extremely Likely		Friendly and helpful staff with very good banter.		More time with patient, if possible, under staffing constraints. Many thanks.	Male	Over 65	White British	
12	Lundy Ward	Extremely Likely		Calm, friendly and very professional. A credit to the NHS. Nothing was too much trouble.		Bigger jim jams.	Male	56-65	White British	
13	Lundy Ward	Extremely Likely					Male	Over 65	White British	
14	Lundy Ward	Extremely Likely		Very good care and attention.			Male	Over 65	White British	
15	Lundy Ward	Extremely Likely		Everyone very helpful & friendly.			Female	Over 65	White British	
16	Lundy Ward	Extremely Likely		Excellent medical care, kind and supportive nursing care. Very good facilities. Facilities staff were all very considerate and cheerful.		Noise reduction on the ward, especially at shift handover times.	Female	56-65	White British	
17	Lundy Ward	Extremely Likely		Staff very friendly, helpful and patient. They are always at hand.			Female	36-45	White British	
18	Lundy Ward	Extremely Likely		[Name withheld] and the team were superb. Throughout my stay their care was outstanding.		Checkout, it feel it would be very help to the hardworking signing of Dr that if they took a secretary on rounds to help with the paperwork - to lessen [illegible].	Female	56-65	White British	
19	Lundy Ward	Extremely Likely		The treatment I have received has been			Male	Over 65	White British	

				efficient, thorough and effective. The staff have been wonderful. Very many thanks to all. Shame about the food!!						
20	Lundy Ward	Extremely Likely		Staff truly amazing and understanding of each patient's medical needs. Passionate, caring and, above all, professional. A extremely clean, tidy and organised too. Thank you for being so amazing.		Important that patients see their own consultant, not only just their team.	Female	26-35	White British	
21	Lundy Ward	Extremely Likely		Staff are friendly and supportive at every step of the way. Their positive and cheerful attitude gives you a great feeling which helps in lifting your spirits.		N/A. Stay the same and keep up the good work!	Male	16-25	White British	
22	Lundy Ward	Extremely Likely		All staff have been fantastic, giving me privacy when needed and always ready to help.		N/A.	Male	36-45	White British	
23	Lundy Ward	Extremely Likely		Thank you to all you wonderful staff. Well done the NHS.			Female	Over 65	White British	
24	Lundy Ward	Extremely Likely		Because of the friendliness & dedication of the whole staff.		Not particularly.	Male	Over 65	White British	
25	Lundy Ward	Extremely		Everybody treated me		Food could be hotter.		46-55	White	

		Likely		with respect & kindness. Couldn't ask for more.					British	
26	Lundy Ward	Extremely Likely		Fantastic stay, everybody so helpful.		N/A	Female	Over 65	White British	
27	Lundy Ward	Extremely Likely		Everything went according to plan from my admission to my discharge. Fantastic service, Lundy. Keep up the good work.			Male	Over 65	White British	
28	Lundy Ward	Extremely Likely		Everyone very attentive and friendly.		Access to TV and phone.	Female	Over 65	White British	
29	Lundy Ward	Extremely Likely		Great nursing skills and attention by all staff. Ancillary staff wonderful!		Pay TV is outrageous. Many people could not afford this!!	Male	Over 65	White British	
30	Lundy Ward	Extremely Likely		My mum was able to stay with me which was a huge help. They gave us a room and her own bed. Also, all the nurses and HCAs are lovely! Especially [name withheld].			Female	26-35	Mixed / Multiple ethnic groups	
31	Lundy Ward	Extremely Likely		Very well looked after. Great food. Great to have room on your own. Lovely staff.		Room too hot??	Male	Over 65	White British	
32	Lundy Ward	Extremely Likely		Excellent attention.			Female	Over 65	White British	
33	Lundy Ward	Extremely Likely		Excellent nursing and nursing auxiliary care. Friendly ward, all needs met by the staff. Nice clean room, good food. No complaints,		None. Very nice ward.	Female	36-45	White British	

				an excellent service provided.						
34	Lundy Ward	Extremely Likely		Staff were really helpful and caring. Explained things well and prompt treatments.			Female	26-35	White British	
35	Lundy Ward	Extremely Likely		Excellent care and attention by all concerned.			Male	Over 65	White British	
36	Lundy Ward	Extremely Likely		Giving information / advice. Answering questions.			Female	Over 65	White British	
37	Lundy Ward	Extremely Likely		Staff both professional & very kind.						
38	Lundy Ward	Extremely Likely					Male	Over 65	White British	Do not publish
39	Lundy Ward	Extremely Likely		The care I've received has been excellent. The staff lovely and helpful. Also, in A&E and on George V Ward.			Female	Over 65	White British	
40	Lundy Ward	Extremely Likely					Male	56-65	White British	Do not publish
41	Lundy Ward	Extremely Likely		Made very welcome. So kind and friendly, very nice people.		Nothing at all that I can think of. As usual in our hospital, all very good.	Male	over 65	White British	
42	Lundy Ward	Extremely Likely		I am being so well looked after by wonderful, dedicated staff. Amazing people, all of them.		No. I think everything has been fantastic. Lots of empathy and understanding. All so very clean.	Female	46-55	White British	
43	Lundy Ward	Extremely Likely		I have been on KGV and Lundy for over 17 weeks. Although I am obviously fed up of being poorly like this		No. I honestly cannot think of anything. The wonderful staff have given me 100% care and attention at all times. Thank you.	Female	56-65	White British	

				and look forward so much to getting better, I cannot thank the hospital enough for my care. All the staff are very kind and caring, looking after my needs. All the staff are golden - I just cannot thank them enough.					
44	Lundy Ward	Extremely Likely		I like the way the staff introduce themselves, made me feel very welcome on my arrival. Ward procedures explained very well. Very impressed the way the NHS system worked – from seeing my GP at 10.30am to being admitted to hospital by 12.30pm, and that includes a one hour drive to get here. Impressed.		No, absolutely not. I can assure you that my care so far has been of the highest quality. If I do pick up on anything I will let you know by filling in the appropriate forms.	Male	over 65	White British
45	Lundy Ward	Extremely Likely		Brilliant. All the staff, from cleaners through to consultants, are so kind and friendly. Absolutely nothing is any trouble for any of them. Basically, they treat you like a relative.		I would like to thank my consultant and his team in the way they carried out my procedure and then afterwards explaining to me in detail what went on in theatre. So informative and telling me in a way I fully understood. On my return to Lundy, the wonderful nursing staff have all been so understanding, kind and	Male	56-65	White British

						caring. Excellent food and excellent cleanliness at all times. Thank you everyone. I found all the information prior to my admittance to be very helpful.				
46	Lundy Ward	Extremely Likely		Treated very well.			Male	56-65	White British	
47	Lundy Ward	Extremely Likely		Care and treatment received has been very good.			Male	36-45	White British	
48	Lundy Ward	Extremely Likely		The staff have been very helpful and understanding.			Female	over 65	White British	
49	Lundy Ward	Extremely Likely		Everyone has been kind and attentive.			Female	over 65	White British	
50	Lundy Ward	Extremely Likely		Everyone has been wonderful.			Male	over 65	White British	
51	Lundy Ward	Extremely Likely		Can't fault the service I've received.			Male	over 65	White British	
52	Lundy Ward	Extremely Likely		Staff friendly and keep you informed.			Male	over 65	White British	
53	Lundy Ward	Extremely Likely		Very comfortable ward and helpful staff.			Male	36-45	White British	
54	Lundy Ward	Extremely Likely		The friendliness and cleanliness on the ward is good.			Male	26-35	White British	
55	Lundy Ward	Extremely Likely		Well treated by friendly staff.			Female	over 65	White British	
56	Lundy Ward	Extremely Likely		I am being well treated by a friendly and dedicated staff.			Male	over 65	White British	
57	Lundy Ward	Extremely Likely		Made welcome. Always a kind word. Very comforting the way the staff talk to you.		Definitely not. My care has been of the highest standard. Very hardworking and, at times, overstretched in the work expected of	Female	46-55	White British	

						them, but nothing is too much bother to any of them.				
58	Lundy Ward	Extremely Likely		The staff seem very busy at times but certainly doing their best in showing kindness and compassion. At least the staff listen to me, but pain is hard to describe.		Not really. Difficult, as I have only been on the ward a shortish time. One thing I can say, the ward could probably do with extra staff overnight. But, apart from that, everything is fine really.	Female	26-35	White British	
59	Lundy Ward	Likely		Good professional care in a friendly atmosphere. Great to see everyone working well as a team.			Male	Over 65	White British	
60	Lundy Ward	Likely		Most of the staff friendly and helpful.			Male	Over 65	White British	
61	Lundy Ward	Likely		The staff are very kind & helpful - but the amount of noisy equipment they have to move about the ward & various lights make it rather difficult to sleep.				Over 65	White British	
62	Lundy Ward	Neither Likely nor Unlikely					Male	56-65	White British	
63	Lundy Ward	Not entered								
1	Staples Ward (Stroke Unit)	Extremely Likely		I wake up every morning to find smiling faces all around me. The ward is always clean. I have limited		No improvements can be made.	Male	over 65	White British	

				use of the toilet/shower facilities which are good. The staff are always courteous and respectful. The food is excellent with a good menu choice.						
2	Staples Ward (Stroke Unit)	Extremely Likely		The nursing is very good. The medical staff are excellent. The ward is clean as are the toilet facilities which are shared by up to five other patients. The food and drink is 100%, with a good menu choice.		None.	Male	over 65	White British	
3	Staples Ward (Stroke Unit)	Extremely Likely		The staff are overwhelmingly friendly and caring, nothing has been too much trouble for the staff. I have not eaten much hospital food as I have not much of an appetite, and will prefer to have my own provisions brought in when I'm ready.		From my experience no improvements could be made.	Male	26-35	White British	
4	Staples Ward (Stroke Unit)	Extremely Likely		The staff are friendly. Nothing is too much trouble - they are fantastic. Everything that you want is here. The media/TV provision is very		They need more nursing staff.	Male	over 65	White British	

				expensive and I was not told I could bring in my own laptop.						
5	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are polite and caring. The facilities are ok. The food is very good with a good choice.		None.	Female	over 65	White British	
6	Staples Ward (Stroke Unit)	Extremely Likely		Competent staff.		Doctors did not listen to me regarding my medication - thought they knew better than me.	Male	26-35	White British	
7	Staples Ward (Stroke Unit)	Extremely Likely		Staff are kind and professional.		Pay more money to the nurses.	Male	over 65	White British	
8	Staples Ward (Stroke Unit)	Extremely Likely		Willing, pleasant and such caring staff. Compassionate and dedicated staff - from the domestic staff to the senior doctors and nurses.		All good on this ward and on Victoria ward. Everyone is so gracious and friendly in this hospital.	Female	over 65	White British	
9	Staples Ward (Stroke Unit)	Extremely Likely		Very helpful and caring.			Female	over 65	White British	
10	Staples Ward (Stroke Unit)	Extremely Likely		The ward meet all the needs I require, all staff have been excellent			Female	46-55	White British	
11	Staples Ward (Stroke Unit)	Extremely Likely		Everyone has been informative, caring and helpful.			Female	36-45	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		Caring and dedicated staff, nothing appears too much trouble for them.			Male	over 65	White British	
13	Staples Ward (Stroke Unit)	Extremely Likely		Staff have been excellent, always ready to have a laugh and joke.		Food needs improving - very bland and tasteless. The TV is very expensive, a rip-off.	Male	over 65	White British	

14	Staples Ward (Stroke Unit)	Extremely Likely		Very friendly, easy-going and open.		Increase nursing staff both day and night. Increase availability of scan waiting time.	Male	56-65	White British	
15	Staples Ward (Stroke Unit)	Extremely Likely		The staff are dedicated, friendly and helpful.			Male	over 65	White British	
16	Staples Ward (Stroke Unit)	Likely		I am happy with the medical care I have received. I am well fed and kept clean. I had my food adapted to allow me to swallow but now I have relatively normal food which I find very palatable /very good. The care on the ward is generally outstanding but there are some problems that need attention which at this time I do not want to mention.		An improvement could be to have provision/a base in the hospital to allow family and friends to use so as to help with basic caring needs to take some pressure off the nursing staff, who are extremely busy and pressurised.	Male	over 65	White British	
17	Staples Ward (Stroke Unit)	Likely		If you ring the bell someone comes. All the staff are good, they do what you ask them to do. The food is disgusting, quite, quite dreadful. I have not finished a meal as yet, they are inedible. The facilities are good.		The food needs improving. The standard is not good whether presentation, texture or flavour.	Female	over 65	White British	
18	Staples Ward (Stroke Unit)	Likely		There is more caring and empathy from the day staff than the night		The staff need to be trained on how to work/adjust additional equipment on the	Male	over 65	White British	

				staff. When you have a stroke you can be absolutely terrified and it is difficult to communicate your needs. The non-medical staff are cheery, chatty and brighten up your day. The menu choices are reasonably good but the food itself can be on the dry side.		ward i.e. air conditioning equipment Someone had to be fetched to adjust it.				
1	Tarka Ward	Extremely Likely				Staff were absolutely lovely. Cleanliness, treatment, care - excellent. Food could be improved nutritionally e.g. fresh meat, more veg.	Female	46-55	White British	
2	Tarka Ward	Extremely Likely		Great nursing.			Male	46-55	White British	
3	Tarka Ward	Extremely Likely		Relaxed, very friendly atmosphere, nothing was too much trouble for a busy, happy staff. [Name withheld]			Male	56-65	White British	
4	Tarka Ward	Extremely Likely		Very friendly, helpful, and polite staff.			Male	over 65	White British	
5	Tarka Ward	Extremely Likely		Excellent service from friendly staff.			Female	46-55	White British	
6	Tarka Ward	Extremely Likely		Very friendly and welcoming staff.			Male	over 65	White British	
7	Tarka Ward	Extremely Likely		The staff have been very good. It has been an extremely good experience as far as being in hospital can be a good experience.		It would be helpful if all nursing staff introduced themselves by name initially. I am impressed with the care here compared with my experience in other	Male	over 65	White British	

				<p>The media / TV equipment is not fully working but I have access to my own iPad. The hospital guest wifi is not easy to access. The food is good for a hospital but there was no toast this morning!</p>		<p>hospitals. If you are going to have media stations then they should work. I have been moved from two previous wards and, unfortunately, the menu choices made for my meals did not follow me and so consequently I ended up with the food that remained on trolley.</p>				
8	Tarka Ward	Extremely Likely		<p>The care is very, very good. The staff are very understanding, very friendly and helpful. I cannot fault the food - it is good considering the numbers they cater for. The menu offers a good choice. The ward and facilities are very clean, with the linen changed every day.</p>		None.	Female	over 65	White British	
9	Tarka Ward	Extremely Likely		<p>The staff cannot be faulted - they are kind, caring and helpful. Nothing is too much trouble. The food is generally very good with a variety of choices. The porridge this morning was delicious - 10/10. The facilities are excellent as I am in a side room. Last night, I watched</p>		I cannot think of anything - all good.	Female	over 65	White British	

				the football which was offered free of charge. The staff 'build you up' - they are very positive in their thinking and so improve your confidence as a patient.					
10	Tarka Ward	Extremely Likely		99% of the staff have been exceptionally helpful and good. The food has been of a good standard with a variety of dishes available.		It would be an improvement if dishes, plates and cups were collected more often. It would be useful to have some information on how to use the TV / media centre - it is also expensive to use. The mobile signal is very poor and it is also difficult to get wifi.	Male	over 65	White British
11	Tarka Ward	Extremely Likely		The staff have been particularly outstanding, friendly and helpful all the time. The experience on the ward with other patients has been friendly and cheerful. The facilities are good and staff will help when you need to use them. The food is good with a very good selection. The service here has been first class.		I cannot think of any improvements.	Male	over 65	White British
12	Tarka Ward	Extremely Likely		As a holidaymaker, I can only say 10 out of 10. The staff have been		Medically, superb. Cleanliness superb. Food very good. So, very	Female	46-55	White British

				just so lovely, welcoming, kind, very informative and competent. Basically, very good. Also, spotlessly clean. I am very impressed.		impressed when comparing your hospital to ours. Ambulance guys amazing people and treated within 10mins in A&E. As the patient's husband, I would also like to add my thoughts. My wife and I have been so well looked after, shown respect and dignity all the way through by very professional staff. Car parking is a steal*. Thank you for taking care of my wife. (*Note: the volunteer explained about the 5 and 7 day car parking passes).				
13	Tarka Ward	Extremely Likely		Very attentive, kind, welcoming and courteous. Spotlessly clean. The food is very good. It has been served hot, tasty and well presented. A decent menu as well.		Not at all. Arrived on the Saturday morning and operation in the afternoon. Very good, professional care given by very professional staff.	Female	26-35	White British	
14	Tarka Ward	Extremely Likely		Nice ward, plenty of space. Good nursing staff. Since my hip replacement was done earlier in the month it has been repeatedly unstable. I just hope this can be sorted quickly so I can get on with my work.		Not really. My care has been very good, just a nuisance that this keeps on happening.	Male	46-55	White British	
15	Tarka Ward	Extremely		Have not been in this		Well, to be honest, there is	Male	over 65	White	

		Likely		hospital for years, to be honest. I am amazed at the difference from my last visit. The staff are incredible, just so considerate and helpful. They give you the feeling of wellbeing with the way they treat you. So open and honest. Nothing is too much trouble to them.		nothing I can think of. The ward is spotless. The food is fine. But the main thing, of course, is the way we are cared for and treated. I can assure you my care has been of the highest standard.			British	
16	Tarka Ward	Extremely Likely		The doctors and nurses listen to you and respond. They are kind.		Staffing is brilliant. Food not readily available when you want it - nothing after 6pm. Jacket potatoes with no insides.	Female	46-55	White British	
17	Tarka Ward	Extremely Likely		Treatment by staff is excellent and professional.		All good here.	Male	over 65	White British	
18	Tarka Ward	Extremely Likely		Staff willing, hardworking and cheerful.		Good service. Staff knowledgeable and professional.	Male	over 65	White British	
19	Tarka Ward	Extremely Likely		Staff very good and cheerful.		Not on this ward but on other wards (four wards I have been on) drinks are put on the patient's bedside tables and they are not told it is there or helped to drink it.	Female	over 65	White British	
20	Tarka Ward	Extremely Likely		Staff have been very helpful.			Female	56-65	White British	
21	Tarka Ward	Extremely Likely		I have been treated well by everyone.		The main meal is bland - no taste. Also, with this hot weather serving ice cream with the main lunch means	Male	over 65	White British	

						that by the time you have finished lunch, the ice cream has melted. Is there any way of delaying serving the ice cream?				
22	Tarka Ward	Extremely Likely		Staff have been excellent, always happy and helpful.		TV instructions are not readily available to patients.	Male	56-65	White British	
23	Tarka Ward	Extremely Likely		Marvellous treatment.		The food is horrible - complete lack of taste.	Female	over 65	White British	
24	Tarka Ward	Extremely Likely		Well looked after by all.			Female	over 65	White British	
25	Tarka Ward	Extremely Likely		I have been well looked after by a friendly and dedicated team of professionals.		The food needs improving - it's completely tasteless.	Female	over 65	White British	
26	Tarka Ward	Extremely Likely		Extremely well looked after, showing compassion at all times. Very clean everywhere. Food is acceptable.		Not really. I just do as I am asked - I think that is the best way. Very good quality care.	Female	over 65	White British	
27	Tarka Ward	Extremely Likely		All very friendly, caring, very kind and hardworking staff.		My care has been 1st class. My only moan is thin bread, which makes horrible cardboard type toast.	Male	over 65	White British	
28	Tarka Ward	Extremely Likely		As a holidaymaker, I cannot praise the ward and NHS enough. My care has been of the highest standard at all times. I just cannot thank everyone enough - so friendly, and the kindness shown is just so genuine.		Not at all. The Sodexo staff through to the top consultants, I would just say are great, caring and professional.	Male	56-65	White British	

29	Tarka Ward	Extremely Likely		The staff are wonderful. I am registered blind and extremely deaf.		I do admit to being a little nasty when I first came in here. I apologise - just that when you are blind you have to get to trust them. I am ok now I have settled down. I am a retired cook and find the food more than acceptable. I sometimes need help cutting my food and being told where it is on my plate.	Female	over 65	White British	
30	Tarka Ward	Likely		They have done what I wanted.		All good.	Male	56-65	White British	
1	Victoria Ward	Extremely Likely		I just want to say how grateful I am for the wonderful treatment and care I have been given in the hospital in A&E and MAU and in Victoria Ward. I was the unfortunate lady who had a scary experience in the sea, saved and put right by all the staff at the hospital. On holiday! Thank you so much. [Name withheld]			Female	Over 65	White British	
2	Victoria Ward	Extremely Likely		Because I think everyone is very caring. Give 'em a rise now.				56-65	White British	
3	Victoria Ward	Extremely Likely		Excellent care by the ward staff. Nothing is too much trouble, even though they are		Improve car parking!!! Additional ward staff would take some of the pressure off a very hardworking and		Over 65	White British	

				often under intense pressure. Always available to answer any queries about medication or treatment and treating the patient with dignity at all times.		dedicated team of professionals.				
4	Victoria Ward	Extremely Likely		Attention to detail. Given as much information as possible.		None.		Over 65	White British	
5	Victoria Ward	Extremely Likely		Professional & caring nursing staff. Comfortable & spacious layout (especially SR11).			Male	Over 65	White British	
6	Victoria Ward	Extremely Likely		Staff all very good and friendly.		The food needs to be improved.	Female	46-55	White British	
7	Victoria Ward	Extremely Likely		All the staff are lovely.		The food is uninspiring - too bland and not spicy enough.	Female	over 65	White British	
8	Victoria Ward	Extremely Likely		Happiness of the staff.		Better communication is needed at weekends, in particular from doctors.	Male	over 65	White British	
9	Victoria Ward	Extremely Likely		The staff are so caring and hardworking.		Very happy as it is.	Female	over 65	White British	
10	Victoria Ward	Extremely Likely		The ward is clean. Very pleasant staff - kind and helpful.		Happy as it is.	Female	over 65	White British	
11	Victoria Ward	Extremely Likely		Cleanliness. Nothing is too much trouble for the staff.		They are doing the best they can.	Female	over 65	White British	
12	Victoria Ward	Extremely Likely		Everyone is so friendly, helpful. Nothing is too much trouble.		Speed up the transfer to Exeter for treatment.	Female	56-65	White British	
13	Victoria Ward	Extremely Likely		Comfortable and friendly.		Speed it up to go to Exeter for treatment.	Female	over 65	White British	

14	Victoria Ward	Extremely Likely		Efficiency and friendliness.		Desperately need heart facilities at Barnstaple to overcome the tiresome and frustrating time here blocking beds for others.	Female	over 65	White British	
15	Victoria Ward	Extremely Likely		Fantastic care.		Good as it is.	Male	over 65	White British	
16	Victoria Ward	Extremely Likely		The staff are very pleasant.		The food portions are too small.	Male	36-45	White British	
17	Victoria Ward	Extremely Likely		Very easy-going.		Ok as it is.	Male	over 65	White British	
18	Victoria Ward	Extremely Likely		The staff are excellent, very helpful and understanding.		The temperature of meals could be hotter.	Male	over 65	White British	
19	Victoria Ward	Extremely Likely		The service from the staff has been excellent.			Male	over 65	White British	
20	Victoria Ward	Extremely Likely		The staff on the ward have been excellent and welcoming		More medical staff required. Everyone is so busy.	Male	over 65	White British	
21	Victoria Ward	Extremely Likely		Staff and very helpful and informative.			Female	over 65	White British	
22	Victoria Ward	Extremely Likely		Been very helpful and understanding.			Male	over 65	White British	
23	Victoria Ward	Extremely Likely		The staff are very helpful.		The staff are overworked.	Female	over 65	White British	
24	Victoria Ward	Extremely Likely		The staff have looked after me very well.			Female	over 65	White British	
25	Victoria Ward	Extremely Likely		Been well looked after.			Female	over 65	White British	
26	Victoria Ward	Extremely Likely		Staff are so obliging and helpful.		More nursing staff needed. Also, time improvement needed.	Male	over 65	White British	
27	Victoria Ward	Extremely Likely		Everyone is so pleasant and helpful.		At discharge, there is always a long wait for the medicines.	Male	over 65	White British	

28	Victoria Ward	Extremely Likely		All nursing and HCA staff have been excellent.		I would like to know why there's always a very long wait for medicines on release. Surely, improving the time delay prevents bed-blocking.	Male	over 65	White British	
29	Victoria Ward	Extremely Likely		The staff are 100% reliable in the way we are looked after. Surely could not get any better. Very clean at all times, very good food, and amazing nurses and doctors.		No. I just think the care on the ward is first class.	Female	over 65	White British	
30	Victoria Ward	Extremely Likely		Right up the top. The smiles, the service, the care, absolutely amazing people. The nurses are angels - helpful, kind, what more can I say?		No. There is no adverse comment. I could not have wished or hoped for finer care. Plus, the Sodexo staff - always a caring and kind word. Food served with a smile.	Female	over 65	White British	
31	Victoria Ward	Extremely Likely		A nice, friendly, homely atmosphere. The staff are just so welcoming and extremely kind.		No, nothing at all. No-one could wish for better care, cleanliness and kindness at all times.	Female	56-65	White British	
32	Victoria Ward	Extremely Likely		Wonderful, truly wonderful, life-savers, life-changers. I just cannot thank the staff enough.		No. Everything has been wonderful. My word, the staff earn their pay. They never stop. So, thinking about it, they could probably need a little more help at times.	Female	over 65	White British	
33	Victoria Ward	Extremely Likely		The staff are just so very obliging and caring. Nothing is too much trouble for any		Nothing serious. My care has been of the finest. My first concern is that, at times, I feel these staff are	Male	over 65	White British	

				of them. Cleanliness is very good and the food acceptable.		under so much pressure due to them needing extra staff. Secondly, as happened a few days ago, there was a very poorly and vulnerable patient in a bed opposite. All his family were around and the oncology team were explaining everything to his family. Perhaps it would have been better to have taken the family into a private room to explain everything and not to have to share the information with all of the other patients in the bay. Has the hospital ever thought of getting a Park and Ride set up to help with the parking problem we have here?				
34	Victoria Ward	Extremely Likely		Absolutely fabulous. The staff listen to your problems, so kind, so caring, friendly, compassionate, as well as being very professional at all times.		No. It must be very difficult to look after so many different patients with different needs in each bay. I am very, very impressed with all of my care. A&E is also magnificent. Thank you to all of you.	Male	over 65	White British	
35	Victoria Ward	Extremely Likely		100% top quality, professional care. Always a smile and a kind word.		Not at all. Cleanliness is wonderful. Food is hot and well-served. Doctors and nurses do a fabulous job.	Female	over 65	White British	
36	Victoria Ward	Extremely Likely		Top marks for everything. Looked after so well. I am sure the hospital always		In my opinion, there is nothing you can do. The doctors, nurses, cleaners all do a fantastic job. They just	Female	over 65	White British	

				give of their best - most times more than that.		never stop - angels.				
37	Victoria Ward	Likely		Helpful and responsive.		The service is good but I am frustrated by the lack of progress in waiting to go to Exeter for treatment.	Male	over 65	White British	
38	Victoria Ward	Likely		A previous experience at NDDH has tarnished my views of hospital wards - I was discharged too soon during a previous stay on a different ward. This time, so far so good.		The carpet at the hospital entrance should be cleaned.	Female	46-55	White British	
39	Victoria Ward	Unlikely		My bed is immediately opposite the toilet, causing disturbance.		The food leaves much to be desired.	Male	over 65	White British	