

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Jun-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		The kindness of the staff. A lot of warmth comes from the attitude of the staff, always so helpful.		No complaints at all. The staff are wonderful. Always clean. Actually, the Sodexo staff are lovely. The food I find surprisingly very good.	Female	over 65	White British	
2	ASU Orthopaedics	Extremely Likely		Staff are very polite, always listen, very caring, kind and courteous.		Without being patronising, I think all of the staff are doing an absolutely wonderful job. Where would we be without our hospital? All I am missing is my own bed.	Female	over 65	White British	
3	ASU Orthopaedics	Extremely Likely		The nurses are fantastic, showing respect at all times. They never seem to stop, one shift after another. I am on holiday		Nothing at all. I just cannot thank you enough. I would like to take all the staff back with me.	Female	over 65	White British	

				and hopefully going home by ambulance tomorrow, but I will never forget the care and kindness shown to me at all times.					
4	ASU Orthopaedics	Extremely Likely		Only arrived on the ward last evening. The staff have shown excellent care and kindness at all times. Plus, I am on my holiday, so goodness knows what will happen. I am just shocked at the kindness, respect and dignity I have been shown.		My word, no. The staff are truly amazing. Just been told I will have to go to another hospital for surgery. I don't think I will bother going on holiday again but this hospital is the best I have ever been in over the years.	Female	over 65	White British
5	ASU Orthopaedics	Extremely Likely		The nursing staff are very good, just wish they would let me stay in bed longer.		Only to listen to me and let me lay in bed more. But my care is good.	Female	over 65	White British
6	ASU Orthopaedics	Extremely Likely		10 out of 10. Just so helpful, always there when you need them. They are truly gifted to be able to carry out their work, on the ball all the time, very professional. I am on holiday, had a fall and finished up in hospital. A wonderful hospital.		Not really. The ASU ward has showed such kindness and compassion. Thank you.	Female	over 65	White British
7	ASU Orthopaedics	Extremely Likely		100% quality care from all of the staff. There is one nurse who goes over and above with both care and compassion at		To me, everything is fine. I am obviously nervous but the staff have kept me informed at all times, trying to calm me down.	Female	over 65	White British

				all times. Spotlessly clean as well.		Wonderful people.				
8	ASU Orthopaedics	Extremely Likely		I have been very well looked after.		Not at all. The food is very nice - really enjoy the jacket potatoes in the evening for supper. Cleaners always about. Angels all of them.	Female	over 65	White British	
9	ASU Orthopaedics	Extremely Likely		The staff.		All the staff have been fantastic.	Male	36-45	White British	
10	ASU Orthopaedics	Extremely Likely		The staff are excellent.		Top notch.	Male	over 65	White British	
11	ASU Orthopaedics	Extremely Likely		The service could not be better. Everyone is so kind.		The service is more than you would expect.	Female	over 65	White British	
12	ASU Orthopaedics	Extremely Likely		The staff have been very good to me.		The food is bland and repetitive, lack of menu variation.	Male	over 65	White British	
13	ASU Orthopaedics	Extremely Likely		Well looked after by the staff.			Female	over 65	White British	
14	ASU Orthopaedics	Extremely Likely		The staff are very friendly and efficient.			Female	over 65	White British	
15	ASU Orthopaedics	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
1	Capener Ward	Extremely Likely		All the staff have been good to me.			Female	over 65	White British	
2	Capener Ward	Extremely Likely		The staff are very friendly.			Male	26-35	White British	
3	Capener Ward	Extremely Likely		The staff have treated me very well.			Male	over 65	White British	
4	Capener Ward	Extremely Likely		I have been well treated by all the staff.			Male	over 65	White British	
5	Capener Ward	Extremely Likely		The medical staff are all very efficient, polite and friendly. The breakfast was ok and the menu is ok for future meals.		None.	Male	over 65	White British	

6	Capener Ward	Extremely Likely		The staff are very pleasant and helpful, cheerful and caring. The facilities are clean. The food choice is ok but the breakfasts could be improved - a cooked breakfast.		To remove the TV/computer systems. This would help to de-clutter the wards and aid cleaning. Most people have mobile phones.	Male	over 65	White British	
7	Capener Ward	Extremely Likely		Been so well looked after.			Female	over 65	White British	
8	Capener Ward	Extremely Likely		Well looked after.			Female	over 65	White British	
9	Capener Ward	Extremely Likely		All the staff are very welcoming and good.			Female	over 65	White British	
10	Capener Ward	Extremely Likely		Everyone has been very good.			Female	over 65	White British	
11	Capener Ward	Extremely Likely		Very kind and welcoming.			Female	over 65	White British	
12	Capener Ward	Extremely Likely		Well looked after by all.			Male	over 65	White British	
13	Capener Ward	Extremely Likely		All the staff are very helpful and cheerful.		No. Very good as it is. More staff to ease the burden.	Male	over 65	White British	
14	Capener Ward	Extremely Likely		The personal attention is very good.		Good as it is but the TV is too expensive.	Male	over 65	White British	
15	Capener Ward	Extremely Likely		The nursing staff have been very good to me.		The food could be improved. The jacket potato given to me last night was black inside and should never have been handed out to any patient. They should have seen the state when cutting open to put on the butter and cheese.	Female	over 65	White British	
16	Capener Ward	Extremely Likely		They treat you as a human being.			Male	over 65	White British	
17	Capener Ward	Extremely Likely		I have been very well looked after by a lot of			Male	Over 65	White British	

				staff at all levels acting most professionally with kindness, compassion and overall attitude that inspired confidence in me when I felt low. Many thanks to everyone who has cared for me, clinicians and support staff.						
18	Capener Ward	Likely		Not enough staff. Generally chaotic.		More staff.	Female	over 65	White British	
19	Capener Ward	Likely		The ward is a bit chaotic.		More investment in staff and a larger hospital.	Female	over 65	White British	
20	Capener Ward	Likely		I am being looked after well.			Male	over 65	White British	
21	Capener Ward	Neither Likely nor Unlikely		There has been a delay this morning in someone coming to help me wash - and still waiting.			Female	over 65	White British	
22	Capener Ward	Unlikely		Chaotic and disorganised management. The nurses are very good but there are no doctors at the weekend.		More doctors at weekends. Food needs improving.	Male	over 65	White British	
23	Capener Ward	Extremely Unlikely		Staff very variable in their approach.			Male	over 65	White British	
1	Caroline Thorpe Ward	Extremely Likely		Cannot want for anything, truly helpful. The staff are always on hand for absolutely anything you need.		No, I don't think so, as your care provided to our son and myself has been fine.	Male	Under 16	White British	
2	Caroline Thorpe Ward	Extremely Likely		GP referral and doctors and nurses waiting for us to arrive. Our son was taken care of immediately. We were		No. You have all been brilliant at all times. Our son, followed by us as parents, has been top priority. Very professional	Male	Under 16	White British	

				also made very welcome and kept involved at all times.		care from dedicated staff.				
3	Caroline Thorpe Ward	Extremely Likely		Made very welcome on arrival by wonderful nursing staff. They are all amazing. One of the student nurses has been very good with her attitude and any support as needed.		As far as nursing care to both our daughter and ourselves is concerned, everything has been of the top quality. I only have one issue with one of the doctors who did not seem very concerned with her problems - he did not seem focussed on her particular illness.	Female	Under 16	White British	
4	Caroline Thorpe Ward	Extremely Likely		Nice ward to be on - friendly and very caring.		No. I, as the parent, have so much respect for the NHS in general. What would we do without the care provided and being able to access 24 hours a day? The staff are all truly amazing. The ward is spotlessly clean at all times. Patient: I find the menu choice and the food very good.	Male	Under 16	White British	
5	Caroline Thorpe Ward	Extremely Likely		Just amazing staff, made to feel so much at ease and so welcome.		Honestly, in my opinion, perfect. So kind and assuring to us at all times.	Male	Under 16	White British	
6	Caroline Thorpe Ward	Extremely Likely		The staff are very kind and friendly. Very good distraction facilities for the children in the play room.		No. To be honest, I think everything has been very good. Also, taken time to ensure I am ok and making sure I am feeling comfortable. Very impressed.	Female	Under 16	White British	
7	Caroline Thorpe Ward	Extremely Likely		I prefer Barnstaple hospital to Exeter - the		I, as the father, would like to say a huge thank you for the	Female	Under 16	White British	

				nurses and doctors are really nice here. All the staff make us welcome and are very supportive.		way that you care for our daughter. Having a long-term illness is very hard for her but here in Caroline Thorpe Ward you always give the finest care. Thank you.				
8	Caroline Thorpe Ward	Extremely Likely		Fantastic. Treated with care and compassion. Wonderful staff.		No. This hospital and ward is like a 5-star hotel. All so kind and welcoming, very dedicated to their work and very professional. All carried out in a kind and friendly way.	Male	Under 16	White British	
9	Caroline Thorpe Ward	Extremely Likely		10 out of 10. Everyone is so kind, caring and efficient, nothing has been any trouble in caring for our son and us, as parents.		Absolutely not. Both myself and my husband have nothing but praise for you all. Very impressed by the quality of care. Also, our son is very happy the way he is being looked after. Just wonderful staff, showing care, warmth and kindness at all times.	Male	Under 16	White British	
10	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very kind, helpful staff. Calm environment. Thank you!						
11	Caroline Thorpe Ward	Yes	Not entered	Friendly & helpful.	N/A.	N/A.	Male	Under 6	White British	
12	Caroline Thorpe Ward	Yes	Patient	All the staff are very friendly and very helpful.	As I am a regular patient, most of the staff know and I don't get shy & quiet anymore. They put a smile on my face.	Keep me updated on my progress.	Male	16-18	White British	
13	Caroline	Yes	Parent/	The care attention,	Space. Privacy.	Nothing.	Male	16-18	White	

	Thorpe Ward		Guardian/ Carer	patience and professionalism goes beyond anything experienced in a paid environment. Keep the NHS and thank you to all the lovely staff at N.D.H., especially the nurses in Caroline Thorpe. Thank you. [Name withheld].	Consideration for a 16-year old [name withheld] during GCSEs and a lot of anxieties, all overcome because staff listened.				British	
14	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	Do not publish
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly staff, all very nice to my son and myself.	The staff & my son loved the playroom.		Male	Under 6	White British	
16	Caroline Thorpe Ward	Yes	Patient	All members of the team were helpful, caring, kind, understanding, funny, patient.	Everything but the bed (although grateful for a bed).	Nothing.	Female		White British	
17	Caroline Thorpe Ward	Yes	Patient				Male	12-15	White British	Do not publish
18	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely doctor & nurses, my daughter was well looked after.	Nothing was too much trouble, all staff very kind.		Female	Under 6	White British	
19	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Plenty of time given to us. Felt at ease on the ward.	A lovely cuppa after forms filled in. They checked my son lots which kept me at ease.	Nothing.	Male	Under 6	White British	
20	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff were very efficient & helpful. Hospital was very clean.	All service was swift & quick.	Nothing!	Male	Under 6	White British	
21	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff were friendly, helpful and always had time for us. My daughter was anxious about her	Excellent, knowledgeable and friendly staff who were very	We had a very positive experience which couldn't have been better. Thank you to all of the staff.	Female		White British	

				admission to the ward but she was made to feel at ease and this gave us confidence.	supportive. The ward is great for children with the playroom and everything was extremely clean.					
22	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Feel looked after & individually cared for. Lovely ward – well-resourced games room!			Male	9-11	White British	
23	Caroline Thorpe Ward	Yes	Patient	Lovely staff. Made to feel comfortable.	The staff.	No. All good.	Female		White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nurses / medical staff are all very attentive and friendly with parents and children.	All the staff are very friendly, make the children feel at ease.		Male	Under 6	White British	
25	Caroline Thorpe Ward	Yes	Not entered	I gave that answer because I want everyone else to have good treatment and be happy.	Good treatment. Allowed patient to go to sleep. Provide good food. Look after well.	Open café earlier.	Female	9-11	White British	
26	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, helpful staff. Provided tea / coffee etc. Looked after patient well. Kept us both informed.	Clarity of info & support.	Access to café at earlier time.	Female	9-11	White British	
27	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone was very helpful and kind. It was nice to be constantly reassured by the nurses. Also, the nurse take the time to stop and talk to you rather than coming in checking the baby and just leaving again.	Calm, kind, clean ward. Nurses were all so lovely.	Nothing at all.	Female	Under 6	White British	
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Helpful, fast, friendly staff and they fed me!	All of it.	Turn the heat down or provide fans.	Male	Under 6	White British	

			Carer							
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing care / support.	The support & care we received.	Nothing.	Male	16-18	White British	
30	Caroline Thorpe Ward	Yes	Patient	There is lots of games and helpful, friendly staff / nurses. Special thanks to [name withheld] on nights and [name withheld] on days.	Relaxed atmosphere.	No!	Female	9-11	White British	
31	Caroline Thorpe Ward	Yes	Not entered	All staff were awesome, particularly [names withheld]. Kind, friendly, informative, open, transparent. The whole team on C.T. Ward go that extra mile.	At a very worrying time, staff went over & above to ensure [name withheld] needs, views & wishes were met.	Nothing. 5*	Female	12-15	White British	
32	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Our anxiety regarding patient's illness was soon eased by the manner of those present. We had excellent explanations and rapport with staff and they clearly understand each other's roles and trust one another. Excellence in support and special thanks to [names withheld] and all others.	Our time in the high dependence room was made easier and more comfortable by the manner and professionalism of [names withheld] (overnight), especially vital at such a tense, worrying time.	A whole hospital issue really. Signpost to the children's hospital area, as I didn't see them if they were around.	Female	Under 6	White British	
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone is so welcoming & friendly & nothing is too much		The allergy menu could be better.	Male	Under 6	White British	

				trouble.						
35	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We were seen very promptly and the care has been very good. The staff are very polite to the parents.	We were seen straightaway.	No.		9-11	White British	
36	Caroline Thorpe Ward	Yes	Not entered	Facilities for parents to stay. The patient enjoyed the food. Learning facilities for the patient tailored to the individual (teachers and resources). Small bays.	The information given to the patient and parents. Clean facilities. Nice staff.	Inform parents staying that they can access the parents' facilities and food is for sale at the canteen. Offer toiletries for patients who admitted as emergency.	Male	9-11	Black / African / Caribbean / Black British	
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Our boy has had the most amazing care here after being admitted on holiday. The staff have really gone above and beyond to treat our son and look after and make sure we are ok too. You are all a credit to the NHS. Thank you again. x	Every staff member went above and beyond to make sure we were ok. The treatment from the nurses and doctors has been amazing.	Nothing.	Male	Under 6	White British	
38	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff are very friendly, easy to approach and ask questions. The care they give is excellent.	We used open access, were seen quickly.	Nothing needed to be improved.	Male	Under 6	White British	
39	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nothing is too much trouble. You are always greeted with a smiley face and a reassuring bit of advice. Trying really hard to make us all as comfortable as possible.	Everything was bright, clean and family-friendly. We really appreciated the family room and how kind all the staff were. It made us feel relaxed and our	Nothing!	Male	12-15	White British	

					stay easier.					
40	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone was very attentive & helpful & thorough.	[Name withheld] was super helpful.	Been quicker to issue medicine.	Male	Under 6	White British	
41	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff are extremely helpful & caring - not just to the patient but parents and other family members too. Staff go the extra mile to make sure everything is in place for when leaving.	That my son was reassured. Also, school teacher entertained with appropriate toys & CDs for his needs.		Male	12-15	White British	
42	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My daughter has been coming to N.D.D.H. for 14 years. She loves coming in, always in safe hands.	Always well looked after.	Nothing.	Female	12-15	White British	
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff - brilliant, caring, supportive. Facilities - excellent, made us feel very at home. Care & reassurance received excellent.	Staff, consultants, room, cups of tea.	Not much really - we're lucky to have a facility like this. Thank you for looking after our little girl!	Female	Under 6	White British	
44	Caroline Thorpe Ward	Yes	Not entered	Because everyone in Caroline Thorpe has been perfect. Everyone is so caring and knowledgeable regarding our daughter's health and wellbeing.	The team / everything / Dr's & nurses are so caring.		Female	Under 6	White British	
45	Caroline Thorpe Ward	Yes	Not entered	Brilliant staff. Really good care. Have looked after [name withheld] so well.	Top care and great staff.	Nothing.		6-8	White British	
46	Caroline Thorpe Ward	Yes	Patient		Spoke to me about everything they did.	Nothing.	Female	16-18	White British	

47	Caroline Thorpe Ward	Yes	Patient	I was looked after very well by everyone when I was poorly.	Everyone was really kind to me and helped me to get better.	Nothing.	Male	6-8	White British	
48	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very high level of care, very attentive and showed empathy and sensitivity. Thrilled with how our son was cared for.	Very well looked after. Kindness shown by all staff.	Nothing.	Male	6-8	White British	
49	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing staff, everyone is so lovely.	Everything was great, very caring.	Couldn't have done anything more.	Male	6-8	White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very good, friendly staff, great with kids.	Everything.	Nothing.	Female	Under 6	White British	
51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are lovely and made [name withheld]'s visit easier for him to deal with.	The lovely way the staff treated [name withheld].	It was perfect.	Male	9-11	White British	
52	Caroline Thorpe Ward	Yes	Patient	Staff were caring, respectful, very helpful.	The staff were nice.	Not to be told I could go home until 100% true.	Male	12-15	White British	
53	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Brilliant professional patient & family-centred care. Happy staff which means well led. Thank you. x	As overleaf.	To have a choice of child & adult menu. Chips always good to get someone eating if scared & poorly. xx (Very petty as all very good!!)	Male	12-15	White British	
54	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	I have been on this ward twice with [name withheld] and 2 other occasions with my older children. Each time I have had different nurses / assistants / doctors but every one of them have been fantastic at supporting	Having the support from all staff members and exceeding expectations.	Nothing! All tests were taken promptly & stress-free. Support from all staff was fantastic but, mostly, my son has had the care he needed.	Male	Under 6	White British	

				my children's, but also my needs. Thank you all so much. x						
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic support and care from all staff. Could not fault the compassion and dedication shown to us!	[Name withheld]'s needs being expertly met.			Under 6	White British	
56	Caroline Thorpe Ward	Yes	Not entered	Because you are never left out, even if you have to wait for ages you would still get your turn.	I liked the cosy beds and yummy food.	Nothing.				
57	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Own room. Excellent staff. Unrestricted visiting.	Staff very reassuring and honest.		Male	Under 6	White British	
58	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind, informative staff.	Clean ward, good facilities.	Nothing! Very pleased.	Male	9-11	White British	
59	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	9-11	White British	Do not publish
60	Caroline Thorpe Ward	Yes	Patient							
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly and very welcoming. Kept us informed every step of the way.	The nurses was very considerate through the night which helped the sleep.	I don't believe anything could be changed. Very pleased.	Male	9-11	White British	
62	Caroline Thorpe Ward	Yes	Not entered	The staff have all been very caring and considerate and very helpful.	The care and helpfulness of all staff.	Things can take time but it is understandable.		12-15	White British	
63	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, helpful staff.	No complains.	Nothing, everything was good.	Female		Mixed / Multiple ethnic groups	

64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because they check on you regularly and make your hospital stay really fun.	Everything.	Nothing.	Female	9-11	White British	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really friendly and easy to talk to.		Nothing.	Female	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are fantastic & friendly.		Nothing! Treatment 2nd to none!!	Female		White British	
67	Caroline Thorpe Ward	Yes	Not entered	Because there's games.			Male	6-8	Black / African / Caribbean / Black British	
68	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff very friendly and helpful. Everywhere clean and tidy.	Lots of things for children to do. Was seen quickly. Friendly staff.	Nothing.	Female	6-8	White British	
69	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We have been seen to nice and quickly by very friendly staff. They have seen to all our needs and helped us stay as comfortable as possible. Many thanks.						
70	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff. Helpful.	Dealt with quickly. Put in side room to discuss treatment. Offered drinks & ice cream.	Possible air-con.	Male	Under 6	White British	
71	Caroline Thorpe Ward	Yes	Patient				Female	12-15	White British	Do not publish
72	Caroline Thorpe Ward	Yes	Not entered	Great communication and care, many thanks!						
73	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff were efficient, friendly & caring. (Needs better signposts to find		Nothing.	Male	Under 6	White British	

				ward).						
74	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My son broke his wrist and every single nurse and doctor look after him. 100% very happy.	I think he was very comfortable and everyone is very helpful and friendly.	Nothing.	Male	16-18	Mixed / Multiple ethnic groups	
75	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	[Name withheld] was given immediate attention and very sympathetic to his symptoms. Advice was very good and felt much happier about my son when we were discharged.	Very caring and examined [name withheld] in all aspects. Facilities very good and Dr's were brilliant.	Nothing.	Male	Under 6	White British	
76	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All of our needs were met.	The assistance we were given was really good.	Nothing, all of our needs were met.	Male	Under 6	White British	
77	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff, clear guidance, made to feel welcome and not an inconvenience.	Both mum and dad were able to stay with baby.	Nothing. We had a lovely stay and left very reassured. Thank you to all the team.	Male	Under 6	White British	
78	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff very friendly, helpful and knowledgeable. They create a calm atmosphere to help the children feel safe.	Air-con supplied in our bays as it's been sooo hot! The friendliness of the staff.	N/A.	Female	12-15	White British	
79	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very proficient. Very friendly. Very thorough!	Friendly staff. Activities for siblings.	Nothing.	Female	Under 6	White British	
80	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very tentative care with very friendly staff.	We all felt very comfortable.	N/A.	Female	Under 6	White British	
81	Caroline Thorpe Ward	Maybe	Parent/ Guardian/ Carer	Staff are great. However, we were left waiting a long time.	Staff.	Told us what we were waiting for.	Female	Under 6	White British	

82	Caroline Thorpe Ward	Not entered	Not entered	Everything has been good. Noisy in the bay.	Friendly staff, offering to help all the time.	Appreciate if we could have a side room due to noise.			White British	
83	Caroline Thorpe Ward	Not entered	Patient	I didn't consent to be here.	Air-conditioning and activities to do.	More structured day.		12-15	Mixed / Multiple ethnic groups	
1	Fortescue Ward	Extremely Likely		Nice people who know their job, always happy to help you.		All ok.	Male	over 65	White British	
2	Fortescue Ward	Extremely Likely		The nurses are brilliant.		All good.	Female	over 65	White British	
3	Fortescue Ward	Extremely Likely		Very good staff.			Female	over 65	White British	
4	Fortescue Ward	Extremely Likely		Very good nurses.			Male	over 65	White British	
5	Fortescue Ward	Extremely Likely		I have been treated very well.			Female	over 65	White British	
6	Fortescue Ward	Extremely Likely		Been treated well by everyone.			Female	over 65	White British	
7	Fortescue Ward	Extremely Likely		I have been treated well.			Male	56-65	White British	
8	Fortescue Ward	Extremely Likely		Wonderful care. More help needed I guess - the staff are run ragged at times. The staff are very caring, doing what they can at all times. Not been able to diagnose my problem yet, but the doctors are certainly trying.		I am being looked after here in a very clean hospital. The food is generally of a very high standard.	Female	over 65	White British	
9	Fortescue Ward	Extremely Likely		Because of my falls, I usually come up to Fortescue Ward. I am always made very welcome by the very		No, nothing. The ward is spotlessly clean, food is very good, but it is the care shown to other patients. I have witnessed just how	Female	over 65	White British	

				kind and friendly staff. They work so hard and such long hours. What would we do without them?		kind and caring they are to patients with any difficulty.				
10	Fortescue Ward	Extremely Likely		Being looked after very well indeed by very kind staff. I am very impressed by all of them.		A difficult question. To be honest, I find everything very good. The food is good, always hot enough and well served on the plate. The cleaning ladies also do their job with a kind word and a smile, so all good, thank you.	Male	over 65	White British	
11	Fortescue Ward	Extremely Likely		All you can say is very good. It is the quality of the doctors and nursing staff. I have been here about 5 weeks and my care has been faultless.		Not really. The staff are very busy but that is life nowadays. I cannot find fault with anything.	Male	over 65	White British	
12	Fortescue Ward	Extremely Likely		A laugh a minute, but not much good if you are a little partial to some sleep at night! All staff excellent. Also, very nice views from windows.			Male	Over 65	White British	
13	Fortescue Ward	Extremely Likely		V. good staff, can't do enough for you (day & night staff).			Male	Over 65	White British	
14	Fortescue Ward	Extremely Likely		Courteous service and all staff very helpful.			Male	Over 65	White British	
15	Fortescue Ward	Extremely Likely		Attention to patient's needs and care needs, especially nursing staff. Remembering personal details.			Male	Over 65	White British	
16	Fortescue	Extremely		The staff are really			Female	Over	White	

	Ward	Likely		lovely. Nothing is too much trouble, especially the HCAs who work very hard looking after everyone's needs.				65	British	
17	Fortescue Ward	Likely					Male	over 65	White British	Do not publish
18	Fortescue Ward	Likely		The staff in general are kind and deal with difficult patients.		I cannot understand why they took my asthma inhalers away. I was told to ask a nurse if I needed an inhaler but they are not always on hand to help as they are busy. This is not right.	Male	over 65	White British	
19	Fortescue Ward	Likely		I am being well looked after.			Male	over 65	White British	
20	Fortescue Ward	Likely					Female	Over 65	White British	
21	Fortescue Ward	Neither Likely nor Unlikely		I have enjoyed my stay in hospital but there's no place like home. Healthcare assistants are the backbone of the health service - they work very hard. I do not know what the health service would do without them.			Female	Over 65	White British	
22	Fortescue Ward	Extremely Unlikely		Rude nurse, [name withheld].		Learn manners & respect.	Male	16-25	White British	
1	Glossop Ward	Extremely Likely		The nurses are very caring.		No.	Female	over 65	White British	
2	Glossop Ward	Extremely Likely		All the staff are competent and give confidence.		Very happy as it is.	Female	over 65	White British	

3	Glossop Ward	Extremely Likely		Staff all very friendly and helpful. It can be a little noisy at night.		Very good as it is. The porridge is excellent.	Male	46-55	White British	
4	Glossop Ward	Extremely Likely		Very well organised and efficient.		Satisfied as it is.	Female	over 65	White British	
5	Glossop Ward	Extremely Likely		The staff have been lovely.		Very good as it is.	Female	46-55	White British	
6	Glossop Ward	Extremely Likely		The staff are very friendly but it can be noisy at night.		Happy as it is but I have been asked to sign forms re: resuscitation without explanation, which I find very disconcerting.	Female	56-65	White British	
7	Glossop Ward	Extremely Likely		The staff are all very friendly and efficient.		Very good but it would be nice to be introduced to the staff that are dealing with you so that you could put a name to them.	Female	56-65	White British	
8	Glossop Ward	Extremely Likely		Staff really kind and helpful.		The TV is too expensive.	Female	46-55	White British	
9	Glossop Ward	Extremely Likely		The staff are very good.		The food is ok but the TV is far too expensive.	Male	over 65	White British	
10	Glossop Ward	Extremely Likely		Well-managed and efficient.		It can be too hot.	Male	over 65	White British	
11	Glossop Ward	Extremely Likely		All the staff are superb.		The TV is a rip-off.	Female	46-55	White British	
12	Glossop Ward	Extremely Likely		Nothing but praise.		The wait in A&E could be improved (2-3 hours).	Male	over 65	White British	
13	Glossop Ward	Extremely Likely		The care is first class.		Wonderful as it is.	Male	over 65	White British	
14	Glossop Ward	Extremely Likely		I was made very welcome and very comfortable on my admittance, even though it was late at night. Lovely staff. Disappointed with the food but, then again,		Nothing at all that comes to mind. Everything seems really good, thank you.	Female	over 65	White British	

				having changed wards I realise I had the previous patient's choice. I will see if there is an improvement and will fill in the questionnaires accordingly. But I cannot fault the kind and considerate staff.						
15	Glossop Ward	Extremely Likely		Nothing wrong with the nursing staff. I just wish the doctors would come up with an answer and be able to diagnose my problem.		I do not mean to moan. I am just so frustrated by the time it is taking to diagnose my problem. Not used to being in hospital, so I guess I am just impatient. I find it difficult to understand the overseas doctors.	Male	over 65	White British	
16	Glossop Ward	Extremely Likely		100% pleasant, always there, so kind, courteous. Sodexo, also, the way they work keeping the place clean and tidy. The food is also fine. However, it is the nurses, the hardworking ward nurses, that go way above their duties in care.		My only comment I would make is to check the toilets and showers more often, although I realise it is the patients that cause it. Just had to say something as there are always dirty towels etc. left in there. Please don't blame the nursing staff - they all work so hard.	Male	over 65	White British	
17	Glossop Ward	Extremely Likely		Kind, considerate, attentive, helpful and you gave me food. Thank you.			Male	Over 65	White British	
18	Glossop Ward	Extremely Likely		I was treated very well while I was in hospital. Just didn't really want to stay overnight as I am on holiday, as had to wait			Female	Over 65	White British	

				so long to get my discharge papers.						
19	Glossop Ward	Extremely Likely		Everyone is so considerate and helpful. Your reputation as the 'Pilton Hilton' says it all. Thank you.			Male	Over 65	White British	
20	Glossop Ward	Extremely Likely		Really can't thank the staff enough, should get paid more money. Very helpful and caring, considerate.		Help the staff from so much pressure. I can't thank you guys enough.	Male	46-55	White British	
21	Glossop Ward	Extremely Likely		I was extremely impressed with from the consultant down to the sweeper up. All were kind, respectful and obviously dedicated to their position on the ward. [Name withheld].		A&E dept. could be more sensitive re: their intake. Discharge procedure could be vastly improved.	Male	Over 65	White British	
22	Glossop Ward	Extremely Likely		No reason for any bad comments. Staff very good.		Get better cooks.	Female	Over 65	White British	
23	Glossop Ward	Extremely Likely		Extreme care and kindness shown by all staff.			Female	Over 65	White British	
24	Glossop Ward	Extremely Likely		Very good standard of care, pleased with the treatment received. Thank you.		Not really.	Male	Over 65	White British	
25	Glossop Ward	Extremely Likely		All the staff are friendly, considerate and helpful. Nothing is too much trouble for any of them.			Female	Over 65	White British	
26	Glossop Ward	Extremely Likely		Care given by all staff and doctors.			Male	46-55	White British	

27	Glossop Ward	Extremely Likely					Male	Over 65	White British	Do not publish
28	Glossop Ward	Extremely Likely		All the staff have been so kind and caring from the smiling tea lady, the cleaners plus all of the nursing staff. When I was admitted I didn't even know where I was! (new woman).		When the dispersal prescriptions are given out, if they were cleared first it would free up the beds more quickly so people could be moved from downstairs.	Female	46-55	White British	
29	Glossop Ward	Extremely Likely		Great (except for one solitary nurse who did not seem to understand that 10 years ago back I learned to control spinal/bone [illegible] nerve pain. [Illegible] doesn't need fixing (learned at 7 day stay [illegible] pain clinic Oxford Radcliffe c. 10/11 years ago).						
30	Glossop Ward	Extremely Likely		All very nice & helpful.						
31	Glossop Ward	Extremely Likely		All nurses, staff & agency staff have been very friendly, professional & supportive - throughout my 14-day hospitalisation.			Female	56-65	White British	
32	Glossop Ward	Extremely Likely		Pleased with the treatment - wonderful.		No.	Male	Over 65		
33	Glossop Ward	Extremely Likely		Because everyone is so kind and all look after you so well, the level of care is first class. The ward is also very clean.			Female	Over 65	White British	

				Also, the food is very good.						
34	Glossop Ward	Extremely Likely		Staff are extremely kind and helpful.			Male	56-65	White British	
35	Glossop Ward	Extremely Likely		Attention to care.		No.	Male	Over 65	White British	
36	Glossop Ward	Likely		Only one night spent here. Very impressed with the patience & good humour of the staff when dealing with difficult patients. Kept informed of my treatment & investigations at every stage.		Wait for patients to ask for sugar, rather than offering it with every drink and cereal.	Female	Over 65	White British	
37	Glossop Ward	Likely					Female	16-25	White British	Do not publish
38	Glossop Ward	Likely		Staff were very friendly & helpful. Can't fault anyone through A&E, MAU or Glossop. Outstanding! Thanks.			Female	56-65	White British	
39	Glossop Ward	Likely		The way I have been treated was really good by very nice staff.			Male	Over 65	White British	
40	Glossop Ward	Likely		The staff have been very efficient and helpful.		Pharmacy is far too slow!	Female	Over 65	White British	
41	Glossop Ward	Likely					Male	46-55	White British	
42	Glossop Ward	Neither Likely nor Unlikely		Staff are excellent & very caring. They are attentive and nothing is too much trouble. Food is mediocre to fair. Bed is really uncomfortable. Sleeping is almost						

				impossible due to other patients' illness.						
43	Glossop Ward	Extremely Unlikely				Charge for TV too much.	Male	56-65	White British	
44	Glossop Ward	Not entered					Male	56-65	White British	Do not publish
1	Intensive Care Unit	Extremely Likely		Saved my life - what else can I say really? Everyone - doctors and nurses, ward clerk, Sodexo are all just so courteous and kind. Very professional people. The staff - well, once again, what can I say except thank you to you all?		Nothing, nothing at all. Spotlessly clean at all times as well. I think I have been treated with 110% quality of care by very professional staff. I would say, in two words, absolutely perfect.	Female	over 65	White British	
2	Intensive Care Unit	Extremely Likely		The nurses are all so attentive, so professional, so kind and caring and so good at their job.		From dialling 111 right the way through to the present time, my wife's care has been of the highest standard all the way through to being in intensive care. I just have to give my 100% thank you from the bottom of my heart the way in which my wife has been looked after, plus the care and comfort shown to me in a very emotional week.	Female	over 65	White British	
3	Intensive Care Unit	Extremely Likely		Words are not easy to express our true feelings the way our son is being cared for, from the wonderful surgeons that saved our son's life up to the present time. We		Absolutely not. Our son is fighting for his life. Superb, dedicated and professional staff from the lovely Sodexo lady right the way through the service (nurses, doctors and consultants). There is	Male	46-55	White British	

				always give our heartfelt thanks to all of the amazing staff doing such a professional job.		nothing more that anyone could do. Even this wonderful facility for the family is amazing - a place we get to meet up with other people in very similar circumstances, giving each other the support we all need. Plus, when given information, no matter how hard it has been to accept, at least we have been given first class information. We now just pray and hope for the best, knowing that whatever the outcome is for our son he has had the finest care.				
1	King George V Ward	Extremely Likely		Friendly and helpful staff.		My operation due in February was cancelled four times (three times prior to admission). I am unhappy about this. The operation has now been done and the staff in theatre and on the ward have been lovely. The lack of beds is the big issue.	Female	46-55	White British	
2	King George V Ward	Extremely Likely		Been an inpatient a long time and the staff have been wonderful. The doctors are lovely. They explain everything to me. They make me laugh. All the staff, from the ones who deliver breakfast to the doctors, are great.		All good.	Female	56-65	White British	

3	King George V Ward	Extremely Likely		The staff are willing to help. Nothing is too much trouble.		Everyone is doing a fantastic job.	Female	36-45	White British	
4	King George V Ward	Extremely Likely		Everyone is helpful.		Everything's good.	Female	16-25	White British	
5	King George V Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
6	King George V Ward	Extremely Likely		The staff are very attentive.			Male	over 65	White British	
7	King George V Ward	Extremely Likely		The staff are welcoming and friendly.			Female	46-55	White British	
8	King George V Ward	Extremely Likely		The staff have been excellent.			Female	56-65	White British	
9	King George V Ward	Extremely Likely		Have been treated by friendly and helpful staff.			Female	26-35	White British	
10	King George V Ward	Extremely Likely		Very helpful staff.			Female	over 65	White British	
11	King George V Ward	Extremely Likely		All the staff have been helpful.			Male	56-65	White British	
12	King George V Ward	Extremely Likely		The service has been excellent.			Male	over 65	White British	
13	King George V Ward	Extremely Likely		The staff have been good to me.			Female	over 65	White British	
14	King George V Ward	Extremely Likely		Very helpful staff, nothing too much trouble.		A busy ward at night and very noisy.	Female	over 65	White British	
15	King George V Ward	Extremely Likely		Very friendly staff.			Male	over 65	White British	
16	King George V Ward	Extremely Likely		Every member of staff has been very kind and considerate.			Male	26-35	White British	
17	King George V Ward	Extremely Likely		The staff have been helpful and kind.			Female	over 65	White British	
18	King George V Ward	Extremely Likely		Every one of the staff has been very understanding and			Female	26-35	White British	

				helpful.						
19	King George V Ward	Extremely Likely		The staff are all friendly.			Female	over 65	White British	
20	King George V Ward	Extremely Likely		Very organised and friendly staff.		More nurses.	Female	46-55	White British	
21	King George V Ward	Extremely Likely		Medical staff, doctors and nurses, have been good.		Urine samples left in the bathroom too long. Water cups need to be replaced on a more regular basis. The light above the bed has been out of action for at least 5 days and fixed this morning.	Female	over 65	White British	
22	King George V Ward	Extremely Likely		Caring & hardworking staff. Pleasant, cheerful ward.			Female	Over 65	White British	
23	King George V Ward	Extremely Likely		Kind and considerate staff. Kept me well-informed and nothing was too much of a bother.		None.	Male	36-45	White British	
24	King George V Ward	Extremely Likely		Very friendly staff. Great job!			Male	46-55	White British	
25	King George V Ward	Extremely Likely		The skill and compassion shown by the staff is of the highest order. They were supported by the supplies and medical equipment they needed to keep me comfortable, clean and pain controlled. The marvellous Hill-Rom beds were a godsend.		The staff deserve the highest praise for their unstinting kindness and attentiveness. On one of the days (6th Jn) they could have used more backup for toilet cleaning.	Female	Over 65	White British	
26	King George V Ward	Extremely Likely		The staff are brilliant. No task is too small for them to do.			Female	36-45	White British	

27	King George V Ward	Extremely Likely		All staff were affable, friendly, charismatic and exceptionally obliging. Superb. A plus, plus, plus.		None.	Male	36-45	White British	
28	King George V Ward	Extremely Likely		Excellent care from staff. [Name withheld] student nurse was amazing and so attentive. Everyone's been amazing.			Female	36-45	White British	
29	King George V Ward	Extremely Likely		Wonderful care & attention by lovely staff!			Female	56-65	White British	
30	King George V Ward	Extremely Likely		Everyone was very professional. Very kind & most helpful.		Hooks to hang clothes on while showering.	Female	Over 65	White British	
31	King George V Ward	Extremely Likely		The staff are absolutely fantastic, friendly, efficient & competent.				Over 65	White British	
32	King George V Ward	Extremely Likely		Because nothing could have been done with more care from all staff.			Female	Over 65	White British	
33	King George V Ward	Extremely Likely		Nurses helpful. Marks 10/10. Recommend to friends & family.						
34	King George V Ward	Extremely Likely		Nothing was ever too much trouble for the staff to do for you, day or night.		N/A.	Female	16-25	White British	
35	King George V Ward	Extremely Likely		All staff were extremely friendly and helpful, easy to talk to and understanding.			Female	26-35	White British	
36	King George V Ward	Extremely Likely		Friendly helpful & professional staff of all grades. Admission process excellent.		Service excellent. Other points given to patient audit person.	Female	Over 65	White British	

37	King George V Ward	Extremely Likely		The standard of care has been truly amazing. Special thanks go to [names withheld] on Sunday night for their kindness & care, but mainly to [name withheld] who has worked so hard behind the scenes to make everything happen e.g. consults etc. All the staff, including meals & cleaning staff, have been friendly & supportive & have made a stressful time much easier. Many grateful thanks. Despite having to be isolated in a side room, I was aware of constant checking by looks, even if not coming in.		No.	Female	56-65	White British	
38	King George V Ward	Extremely Likely		The staff are very helpfully caring & hard working. They work with a great professional & kindness.			Female	56-65	White British	
39	King George V Ward	Extremely Likely		Friendliness and helpfulness of all the ward staff (particular mention for HCAs [names withheld]. Professionalism of process from A&E to ward. Modern and clean facilities on the ward.		At busy times, info to patients new to the ward re: how the bed works, the buzzer system, what to do with drips/IV's etc. can be missed, leaving older patients a bit confused.	Female	46-55	White British	

				Teamwork displayed on each shift.					
40	King George V Ward	Extremely Likely		I have received excellent care and attention from everyone connected with my care whilst in hospital. The thoughtfulness and communication about my treatment has been excellent. I am very grateful to all concerned Thank you so very much for doing such a wonderful job.			Over 65	White British	
41	King George V Ward	Extremely Likely					Male	Over 65	White British
42	King George V Ward	Extremely Likely		Extremely well cared for by doctors, medical teams, nurses, health assistants, catering, cleaners & porters etc. Everyone was professional efficient, so kind & patient. I am extremely appreciative of the level of care by all staff & NHS - can't fault it.		No, I don't think so. Everything was professionally dealt with. Impressed with the level of care. I am very grateful & appreciative to all staff & the NHS.	Female	46-55	White British
43	King George V Ward	Extremely Likely		Due to the high care and attention given by all the staff on KGV. Special mention needs to be given to [name withheld] who has been exceptional at her job. Considering the amount		No.	Male	26-35	White British

				of pain I was in I was made as comfortable as possible. A huge thank you to everyone on the ward for such great care and support.						
44	King George V Ward	Likely		The ward is very well-equipped & clean.		It is sometimes difficult to find a nurse when needed.	Female	Over 65	White British	
45	King George V Ward	Neither Likely nor Unlikely		It wasn't the ward itself, it was I just do not think anywhere would have been nice to do the procedure I had done. However some of the staff were amazing and others made me feel as tho' I was in the way and annoying them.		Don't let staff whinge to the patients about how understaffed they are - that's not our problem and it shouldn't make us feel like it is. I do feel for the nurses, but getting shirty with someone because your so busy is really wrong & sad.	Female	26-35	White British	
1	Lundy Ward	Extremely Likely		All the staff are so kind and friendly - cannot be faulted.		Very satisfied as it is.	Female	over 65	White British	
2	Lundy Ward	Extremely Likely		All the staff are so friendly.		Satisfied as it is but the food varies in quality.	Female	36-45	White British	
3	Lundy Ward	Extremely Likely		All very helpful.		Good as it is.	Female	over 65	White British	
4	Lundy Ward	Extremely Likely		Staff very pleasant.		Very good as it is. Maybe a little more seasoning on the food.	Male	over 65	White British	
5	Lundy Ward	Extremely Likely		Brilliant staff.		Great as it is.	Male	56-65	White British	
6	Lundy Ward	Extremely Likely		Everyone is so kind and professional.		Wifi very good. A greater range of merchandise in the shop would be better.	Male	46-55	White British	
7	Lundy Ward	Extremely Likely		Staff all excellent and professional but at times short-staffed - mainly at night.		Very satisfied as it is.	Male	over 65	White British	

8	Lundy Ward	Extremely Likely		Everyone so caring and friendly.		More staff needed at times but appreciate the problems.	Male	over 65	White British	
9	Lundy Ward	Extremely Likely		The staff have been very kind and understanding.			Female	56-65	White British	
10	Lundy Ward	Extremely Likely		Everyone has been so kind.			Female	over 65	White British	
11	Lundy Ward	Extremely Likely		I have been very well looked after by all the staff.			Female	over 65	White British	
12	Lundy Ward	Extremely Likely		Had good care. The staff have been very pleasant.			Male	over 65	White British	
13	Lundy Ward	Extremely Likely		Efficient, friendly and helpful.			Female	36-45	White British	
14	Lundy Ward	Extremely Likely		Everyone is so friendly.			Female	36-45	White British	
15	Lundy Ward	Extremely Likely		Well looked after by all.			Male	16-25	White British	
16	Lundy Ward	Extremely Likely		The teamwork in the ward is very good.			Male	over 65	White British	
17	Lundy Ward	Extremely Likely		All staff are friendly and made me feel as if I was special.			Male	over 65	White British	
18	Lundy Ward	Extremely Likely		Everything has been brilliant.			Male	over 65	White British	
19	Lundy Ward	Extremely Likely		Excellent service and very caring staff.			Male	over 65	White British	
20	Lundy Ward	Extremely Likely		The care I have received has been first class.		More nursing staff.	Male	over 65	White British	
21	Lundy Ward	Extremely Likely					Female	Over 65	White British	Do not publish
22	Lundy Ward	Extremely Likely		Came down from another ward into a side room - luxury, nice, quiet ward, especially at night. Glossop Ward was really			Male	56-65		

				noisy.						
23	Lundy Ward	Extremely Likely		A lovely ward with friendly faces, felt safe & well looked after.				Over 65		
24	Lundy Ward	Extremely Likely		The quality of the staff - professional, courteous & compassionate. The quality of the ward itself - clean, well laid-out, aids efficiency.		Can't think of anything.	Male	46-55	White British	
25	Lundy Ward	Extremely Likely		The staff were very kind and helpful. The room was very clean, cleaning staff also very lovely. Even the food was good. A very positive experience.		None.	Female	36-45	White British	
26	Lundy Ward	Extremely Likely		Wonderful, caring & kind staff at all levels. My mother could not receive better treatment! Thank you.			Male	56-65	White British	
27	Lundy Ward	Extremely Likely		I would like to thank the staff for the kindness & professionalism which helped me through my recent illness.			Male	Over 65	Other ethnic group	
28	Lundy Ward	Extremely Likely		Sisters and nurses etc. all so very kind and helpful and so good with uncooperative ladies Always smiling whatever is said to them and whatever they have to do. Need 2 toilets in this ward.		All very good.	Female	Over 65	White British	

29	Lundy Ward	Extremely Likely		Care given when needed and kindness shown. 10/10.						
30	Lundy Ward	Extremely Likely		Genuinely caring & professional staff. From ward sister to HCA, all superb. A credit to the trust and the NHS.			Male	46-55	White British	
31	Lundy Ward	Extremely Likely		You have an amazing team on Lundy Ward - friendly, kind, could not do enough for me. I was on holiday when I became ill. My husband had to return home but I never felt lonely. All my questions were answered. Well done team.		No, fantastic. Dare I say, it's almost been a pleasure being a patient.	Female	56-65	White British	
32	Lundy Ward	Extremely Likely		I felt extremely well cared for, nothing seemed too much trouble. Any questions I had were answered as best as possible. All staff are very friendly and helpful.			Female	56-65	White British	
33	Lundy Ward	Extremely Likely		My care was excellent.			Female	Over 65	White British	
34	Lundy Ward	Extremely Likely		I couldn't be any happier with the care given to me on this ward. It's by far the friendliest ward I've ever had the privilege of being on. Every nurse, HCA and student nurse have		Everything has been great.	Female	16-25	White British	

				treated me well and with respect.					
35	Lundy Ward	Extremely Likely		A combination of excellent nursing with plenty of banter.			Male	Over 65	White British
36	Lundy Ward	Extremely Likely		Good, friendly people.			Male	Over 65	White British
37	Lundy Ward	Extremely Likely		A lot of bright, cheerful staff! Nothing too much trouble.			Male	Over 65	White British
38	Lundy Ward	Extremely Likely		A very nice, clean ward. Staff can't do enough for you.			Female	56-65	White British
39	Lundy Ward	Extremely Likely		Very friendly staff.			Male	46-55	White British
40	Lundy Ward	Likely				Satisfied as it is.	Male	over 65	White British
41	Lundy Ward	Likely		Very friendly and professional.			Male	Over 65	White British
42	Lundy Ward	Not entered		Well looked after.			Male	over 65	White British
1	Staples Ward (Stroke Unit)	Extremely Likely		Have been well treated by the dedicated staff.			Female	over 65	White British
2	Staples Ward (Stroke Unit)	Extremely Likely		Staff have been kind and friendly.			Male	over 65	White British
3	Staples Ward (Stroke Unit)	Extremely Likely		General attitude among the staff. They have been very supportive.			Male	over 65	White British
4	Staples Ward (Stroke Unit)	Extremely Likely		I have been treated well.			Male	over 65	White British
5	Staples Ward (Stroke Unit)	Extremely Likely		Staff have been very kind.			Female	over 65	White British
6	Staples Ward (Stroke Unit)	Extremely Likely		All the staff have been kind.			Male	56-65	White British
7	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are on the ball.			Male	over 65	White British

8	Staples Ward (Stroke Unit)	Extremely Likely		The staff in this ward are very dedicated.			Male	over 65	White British	
9	Staples Ward (Stroke Unit)	Extremely Likely					Male	over 65	White British	Do not publish
10	Staples Ward (Stroke Unit)	Extremely Likely		Everyone made welcome and looked after well.		No. Satisfied as it is.	Female	56-65	White British	
11	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are very helpful.		Happy the way it is.	Female	over 65	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		Everyone has been very kind.		Satisfied as it is.	Female	over 65	White British	
13	Staples Ward (Stroke Unit)	Extremely Likely		Been well treated.		Well satisfied as it is.	Male	over 65	White British	
14	Staples Ward (Stroke Unit)	Extremely Likely		Friendly staff.		Employ more staff.	Male	over 65	White British	
15	Staples Ward (Stroke Unit)	Extremely Likely		Attentive staff. Clean ward.		This ward is better. On another ward I found that the nights could be very noisy as a patient was listening to music.	Male	over 65	White British	
16	Staples Ward (Stroke Unit)	Extremely Likely		Everyone is friendly and helpful.		Excellent as it is.	Male	over 65	White British	
17	Staples Ward (Stroke Unit)	Likely		Good, but the ward is very busy - so many staff involved.		I haven't thought about it.	Female	over 65	White British	
18	Staples Ward (Stroke Unit)	Yes	Not entered	Brilliant - all the staff & care.		It couldn't be better.	Male	Over 65	White British	
19	Staples Ward (Stroke Unit)	Yes	Patient	The staff were so good.		10/10. So good.	Male	36-45	White British	
1	Tarka Ward	Extremely Likely		So very kind, caring, compassionate and hardworking staff who are always there for you at all times.		A bit difficult for visitors to get here as I live a distance away but living in our part of the country we have to expect that.	Female	over 65	White British	
2	Tarka Ward	Extremely Likely		I am being treated very well. The nurses are so busy - run off their feet, bless them. Wonderful		Nothing I can think of. Everything, and I do mean everything, is fine - food, cleanliness. Yes, all good.	Female	over 65	White British	

				staff.					
3	Tarka Ward	Extremely Likely		Made very welcome. Explained as much as they could prior to my operation to me.		Nothing really. I just wish the process could have been quicker. I was originally told the wait for my knee operation would be approximately 20 weeks - finished up being 56 weeks. Obviously, lack of beds/doctors etc. Not the fault of hospital staff.	Male	over 65	White British
4	Tarka Ward	Extremely Likely		Marvellous. Everything I have wanted the hardworking staff have done. Nothing is too much trouble to any of them.		The price of the TV I guess is the only thing. But everything else, how can people even think of complaining about our NHS and this hospital? Thank goodness we have them. I applaud you all.	Male	over 65	White British
5	Tarka Ward	Extremely Likely		Very good. Doing a great job. I came close to end of life and these hardworking, wonderful staff somehow apparently got me to the state of health I have now. I owe them my life - shown compassion at all times, absolutely wonderful and so professional.		Nothing I can think of. When a team saves your life what else can be expected from them? A huge thank you to all of the staff.	Female	over 65	White British
6	Tarka Ward	Extremely Likely		I think this hospital and ward are superb. I unfortunately have to go to Derriford for my operation as our hospital does not have the		I cannot honestly think of anything. Cleaner, and better food than Derriford. The staff are so much friendlier. This hospital has always looked after me and	Male	26-35	White British

				equipment to deal with me. I am hoping to be back here after my operation.		Tarka has been up there with the best.				
7	Tarka Ward	Extremely Likely		I would recommend this ward 100%. The staff are truly amazing. I also have an issue with certain foods and the hospital have been accommodating that way. I think the Sodexo staff keep the ward immaculate. Of course, the nurses and doctors, not forgetting the consultants, all give of their best.		No, nothing and believe me I would say so if there was anything wrong. I therefore give you all 100 % for the care shown at all times.	Female	over 65	White British	
8	Tarka Ward	Extremely Likely		Everyone is so friendly and helpful.			Male	over 65	White British	
9	Tarka Ward	Extremely Likely		Staff are friendly, attentive and caring.			Male	16-25	White British	
10	Tarka Ward	Extremely Likely		Friendly staff.			Male	over 65	White British	
11	Tarka Ward	Extremely Likely		Friendly staff.			Female	36-45	White British	
12	Tarka Ward	Extremely Likely		Everyone is so helpful and friendly.			Female	over 65	White British	
13	Tarka Ward	Extremely Likely					Female	over 65	White British	
14	Tarka Ward	Extremely Likely		Well looked after by all. I have a food allergy and this was sorted out with catering.			Female	over 65	White British	
15	Tarka Ward	Extremely Likely		All care and treatment has been of the highest quality. Nursing staff are		Nothing that I have picked up on. The ward is spotlessly clean. I think the joint	Female	over 65	White British	

				all wonderful, nothing is too much trouble.		school, in my opinion, was a waste of money to the NHS, having to get crutches, toilet raiser etc. for months before my operation. I am not yet even sure I can return these once I am finished. Just my opinion, of course. But my care on Tarka has been excellent. Thank you.				
16	Tarka Ward	Extremely Likely		Could not walk three days ago and now look at me! Just amazing, very special people. So well looked after. Even as a coeliac, I was catered for with gluten-free food. So clean as well.		I don't think there is anything I can comment adversely on. Sodexo staff, nurses, doctors, consultant - all very professional.	Female	over 65	White British	
17	Tarka Ward	Extremely Likely		I give Tarka top marks from the moment I arrived, pre op, operation, recovery and ward. A remarkable, painless journey. So, I most definitely would recommend Tarka.		My only concern was prior to my operation, regarding the waiting time to get into the hospital but I must say that once in here I give 100% total satisfaction in all areas.	Male	over 65	White British	
18	Tarka Ward	Extremely Likely		I would not only recommend them, I would adopt them. The staff are always available whenever you need them and, believe me, after my nasty fall I need all their help at the moment.		No way I can think of anything. All of the staff, from the cleaning staff to the consultants, are excellent. Thank you.	Female	over 65	White British	

19	Tarka Ward	Extremely Likely		Quality of care has been wonderful. I will most certainly recommend the ward.		So far absolutely nothing. Clean. Lovely, amazing staff all through my time here. First class care. Thank you to everyone.	Male	over 65	White British	
20	Tarka Ward	Extremely Likely		I have been very well treated by dedicated staff.			Female	over 65	White British	
21	Tarka Ward	Extremely Likely		The staff are very good and the atmosphere excellent. Infection control is also very good.			Female	over 65	White British	
22	Tarka Ward	Extremely Likely		First class service, including non-medical staff.		One-off noise level in ward at night continued until way past midnight, mainly due to patients being moved around.	Female	over 65	White British	
23	Tarka Ward	Extremely Likely		Very well looked after by friendly staff.			Male	over 65	White British	
24	Tarka Ward	Extremely Likely		Everyone is so friendly and nothing is too much trouble and the staff are so good.			Male	Over 65	White British	
25	Tarka Ward	Extremely Likely		Staff were very caring & helpful. Nothing was too much trouble in my 5* hotel with wonderful staff.		Carry on doing what you do best.	Female	56-65	White British	
26	Tarka Ward	Extremely Likely					Male	46-55	White British	
27	Tarka Ward	Extremely Likely					Male	Over 65	White British	Do not publish
28	Tarka Ward	Extremely Likely		Very kind and caring.				56-65	White British	
29	Tarka Ward	Extremely Likely		Care & attention paid to patients at all times.		Service was top class.	Male	Over 65	White British	

30	Tarka Ward	Extremely Likely		Easily see the staff work extremely hard to help patients and keep 'em smiling.			Male	Over 65	White British	
31	Tarka Ward	Likely		Only family in Devon was someone on holiday.			Female	Over 65	White British	
1	Victoria Ward	Extremely Likely		They have been very good to me.			Male	over 65	White British	
2	Victoria Ward	Extremely Likely		Been treated well by everyone.			Female	over 65	White British	
3	Victoria Ward	Extremely Likely		Friendly atmosphere.			Female	over 65	White British	
4	Victoria Ward	Extremely Likely		Staff, doctors and nurses are very attentive and excellent.			Male	56-65	Other ethnic group	
5	Victoria Ward	Extremely Likely		Been on this ward before. As usual, the care is fantastic. I would always recommend Victoria, always made so welcome.		Nothing. I just wish these wonderful, dedicated young people would be shown more respect by both the government and some patients. Arrived here by helicopter, so I have them to thank as well.	Male	56-65	White British	
6	Victoria Ward	Extremely Likely		Very friendly, very helpful, made very welcome. After being in other hospitals, I am more than pleased with my care. Nothing is too much trouble to any of them.		Difficult. The ward is very clean, the food is more than acceptable. The staff are brilliant.	Female	over 65	White British	
7	Victoria Ward	Extremely Likely		A very busy ward, friendly staff.			Male	over 65	White British	
8	Victoria Ward	Extremely Likely		Excellent care and attention.			Female	over 65	White British	
9	Victoria Ward	Extremely Likely		Very friendly and dedicated staff.			Female	over 65	White British	

10	Victoria Ward	Extremely Likely		Staff are polite and friendly.			Male	56-65	White British	
11	Victoria Ward	Extremely Likely		The nursing staff are great.		There is a need for early morning drinks to be given. Waiting more than twelve hours is too long from one drink round to the next. The staff are attentive and I cannot fault the service.	Female	56-65	White British	
12	Victoria Ward	Extremely Likely		The staff need a medal - they are brilliant, first class.		No. All good.	Female	56-65	White British	
13	Victoria Ward	Extremely Likely		I have not wanted for anything.		A lounge to sit in would be nice. Everything else is good.	Male	over 65	White British	
14	Victoria Ward	Extremely Likely		The service is ten out of ten.		I cannot see anything to improve, everything marvellous.	Male	over 65	White British	
15	Victoria Ward	Extremely Likely		The nurses are efficient and kind.		All fine. One thing would be to have female bed pans please.	Female	over 65	White British	
16	Victoria Ward	Extremely Likely		Easy-going and friendly staff.			Male	over 65	White British	
17	Victoria Ward	Extremely Likely		Been treated very well by friendly staff.			Female	26-35	White British	
18	Victoria Ward	Extremely Likely		The treatment I have received has been good.			Male	over 65	White British	
19	Victoria Ward	Extremely Likely		They have done their job on me with excellence.			Male	over 65	White British	
20	Victoria Ward	Extremely Likely		The staff have been very efficient.		Food portions are small.	Male	36-45	White British	
21	Victoria Ward	Extremely Likely		The staff have been amazing and friendly throughout the ward.		Awaiting medication from pharmacy is taking longer than I expected. I have been waiting rather a long time.	Male	36-45	White British	
22	Victoria Ward	Extremely Likely		The care given was of the highest order, along		Introduce wheat bran into meals. This would make the	Male	Over 65	White British	

				with the medical treatment.		bowels more robust. Should be sprinkled on food like pepper.				
23	Victoria Ward	Extremely Likely		Patience of the nursing staff is quite extraordinary. The quality of care is second to none.		I think you got it covered.	Male	Over 65	White British	
24	Victoria Ward	Extremely Likely		Good care & comfort.		No.	Male	46-55	White British	
25	Victoria Ward	Extremely Likely		Everyone is very friendly.			Male	Over 65	White British	
26	Victoria Ward	Extremely Likely		Everything 1st class - staff and food.						
27	Victoria Ward	Extremely Likely					Female	Over 65	White British	
28	Victoria Ward	Extremely Likely		The staff has been all extremely helpful. They know professionally their job and task. Very helpful and compassionate. Thank you very much.		Keep up the good work.	Male	56-65	Asian / Asian British	
29	Victoria Ward	Extremely Likely		Excellent care - second to none. [Name withheld].			Male	Over 65	White British	
30	Victoria Ward	Extremely Likely		Extremely friendly, kind nothing too much trouble, very professional, made life very easy for patient and family. What can we say but many thanks to day and night for such kindness and helpfulness? What a credit to North Devon &		Just keep doing what you are doing.	Male	Over 65	White British	

				NHS.						
31	Victoria Ward	Extremely Likely		The hospital staff and [illegible] are well organised. No requests to the nursing staff, no matter how trivial, are dealt with promptly and in good grace.		The most noticeable deficiency in the hospital is a lack of a day room on the wards.	Male	Over 65	White British	
32	Victoria Ward	Extremely Likely		Care is 1st class, even though the environment is so busy.			Female	56-65	White British	
33	Victoria Ward	Extremely Likely		The care I have received, in my opinion (good) not be any better! Thank you so much.			Female	Over 65	White British	
34	Victoria Ward	Likely		My care has been acceptable. I am a little disappointed with the toilet cleanliness - not disgusting, but could well be better. I also realise that it is the patients' attitude - be good to check them more often. I find the food more than acceptable.		Nothing major. Just, as I said earlier, try and keep a closer eye on the toilet cleanliness. Thanks for everything that you do.	Male	over 65	White British	
35	Victoria Ward	Don't Know					Female	Over 65	White British	
36	Victoria Ward	Not entered		I was treated with respect and care. Dr's, nurses and all staff very kind, helpful. Thank you.			Female	Over 65	White British	