

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Aug-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		All lovely people.		Satisfied with the service. I was on holiday when the accident occurred. I thought the doctor in A&E lacked confidence.	Female	56-65	White British	
2	ASU Orthopaedics	Extremely Likely		The staff are very caring and cheerful.		Very good as it is.	Female	over 65	White British	
3	ASU Orthopaedics	Extremely Likely		All the staff are very friendly and helpful.		Satisfied as it is.	Female	46-55	White British	
4	ASU Orthopaedics	Extremely Likely		All the staff are diligent, supportive, efficient and caring. The ward is clean. The flavour of the meals could be improved, although there are ample choices on the		The food could be improved particularly the flavour. The water is also of a different taste and could be colder.	Female	46-55	White British	

				menu. I could not fault the care. It has been excellent.						
5	ASU Orthopaedics	Extremely Likely		All the nurses and doctors have been excellent.		My only negative has been that, as I am a vegan (by necessity not choice) the kitchen is not set up to cope with it. Perhaps a dietician could help the kitchen out with the problem.	Female	over 65	White British	
6	ASU Orthopaedics	Extremely Likely		Very good. The care in all departments has been excellent.			Female	over 65	White British	
7	ASU Orthopaedics	Extremely Likely		Been well looked after by all the staff.			Male	over 65	White British	
8	ASU Orthopaedics	Extremely Likely		All the staff are so caring and nothing is too much trouble. The facilities and bay are fine. The food is fine, hot and edible and I tend to have the smaller portions.		None. I am very pleased with the care.	Female	over 65	White British	
9	ASU Orthopaedics	Likely		The care has been faultless. Someone has been available if I need assistance, They have been very caring despite being very short staffed. The food is nothing to shout about. The menu is not very imaginative and there is a lot of sandwiches and carbohydrate.		None - other than the noise at night from other patients.	Female	over 65	White British	

10	ASU Orthopaedics	Likely		The day staff on this ward are very caring, considerate and thoughtful. The communication of my medical information does not appear to be passed on completely to the night staff. The night staff refused me access to my normal painkilling drug that I have been on for 14 years. This upset me and I felt that I had to convince them that I needed it. I would like more understanding.		Better communication between staff at shift changes. I made a request for a jug of water overnight and this was ignored or forgotten.	Female	over 65	White British	
11	ASU Orthopaedics	Likely		The staff treat you as an individual - they always address me by name and appear to know my medical history. They are always cheerful and polite and are always informative as to what they are about to do. The food so far is ok.		None	Female	56-65	White British	
12	ASU Orthopaedics	Neither Likely nor Unlikely		The care is mediocre. The staff could have been more gentle with how they handled me as I was in severe pain following a road traffic accident. The staff are efficient but not		I would like to be listened to and for staff to read my notes with particular reference to my allergies.	Female	over 65	White British	

				empathetic.						
13	ASU Orthopaedics	Neither Likely nor Unlikely		The nursing and support staff are wonderful, caring and understanding. The food is fine and edible.		Communication is poor from the administration. I have not heard back from them as to when I will have my operation and whether I will be moving to another hospital. I need a better communication service.	Female	over 65	White British	
14	ASU Orthopaedics	Neither Likely nor Unlikely		I feel there is a lack of communication. I do not know what is going on with my care. The care from the staff is ok.		Better communication.	Female	26-35	White British	
1	Capener Ward	Extremely Likely		The staff have been fantastic, including non-medical. The only negative comment is that we don't get an evening drink before retiring. Sunday's lunch could have been better, roast potatoes were solid throughout.		Perhaps need to look at the sandwich selections. The cheese slice appears rubbery - perhaps supply it grated?	Female	46-55	White British	
2	Capener Ward	Extremely Likely		The staff have been good.		More nurses are required.	Male	over 65	White British	
3	Capener Ward	Extremely Likely		Everyone is so helpful.			Male	over 65	White British	
4	Capener Ward	Extremely Likely		Everyone has been so kind and attentive. The treatment has been good.		In A&E, I was left for ages. Food was not available for me. I spent almost 24hrs there and was only given water when I asked.	Female	over 65	White British	
5	Capener Ward	Extremely Likely		The staff have looked after me well.			Male	over 65	White British	

6	Capener Ward	Extremely Likely		I have been well looked after.			Male	over 65	White British	
7	Capener Ward	Extremely Likely		Moved from MAU to this ward. Made to feel welcome and it is nice and peaceful here. The staff are good.		When admitted to the MAU, taken onto a mixed bay. I found this made me uncomfortable as one man was in a state of undress and another gentleman was quite noisy and disturbed. However, I did understand that this was due to practical issues of space.	Female	over 65	White British	
8	Capener Ward	Extremely Likely		The people are wonderful.		All staff do their best.	Female	over 65	White British	
9	Capener Ward	Extremely Likely		Happy with the service.		Doctors have not discussed my treatment with me or what they think is wrong.	Male	over 65	White British	
10	Capener Ward	Extremely Likely		The staff go above and beyond the call of duty.			Female	over 65	White British	
11	Capener Ward	Extremely Likely		The ward is well run.			Female	over 65	White British	
12	Capener Ward	Extremely Likely		The service received has been very good.			Male	over 65	White British	
13	Capener Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
14	Capener Ward	Extremely Likely		Well looked after by dedicated staff.			Male	56-65	White British	
15	Capener Ward	Extremely Likely		The staff have been very good.			Female	over 65	White British	
16	Capener Ward	Extremely Likely		The staff have been helpful and very attentive.			Female	over 65	White British	
17	Capener Ward	Extremely Likely		I cannot say anything negative about the		To have 4 or 5 beds in the bay rather than the 6. This	Male	over 65	White British	

				care on this ward. The food is acceptable but not the standard of home-cooked food, although there is a reasonable choice on the menu. The attention of the nursing staff is very, very good - they will do anything you ask.		would make it easier for staff and patients to get around. To have larger sized bath towels.				
18	Capener Ward	Extremely Likely		Everything you need or require is dealt with on the ward. The staff are always available to care for you. The food is very good, with a good selection on the menu.		Larger toilet facilities. Less beds on bay to allow more rest/sleep at night because of noise disruption from other patients.	Male	over 65	White British	
19	Capener Ward	Extremely Likely		The care has been extremely good - the staff have been very attentive and helpful. The food is mediocre.		I have had very little sleep over the past 3 days due to a very noisy and disruptive patient. I suggest that an anteroom is available after approximately 6pm to accommodate such patients for the benefit of the other patients. The menu choice should be more imaginative.	Male	over 65	White British	
20	Capener Ward	Extremely Likely		The care from the staff is very good.		None at this stage.	Male	over 65	White British	
21	Capener Ward	Extremely Likely		Very quiet ward with friendly staff.			Female	over 65	White British	
22	Capener Ward	Extremely Likely		Professional and hardworking staff.			Male	over 65	White British	

23	Capener Ward	Likely		Helpful staff.		All ok.	Male	over 65	White British	
1	Caroline Thorpe Ward	Extremely Likely		10 out of 10. All the staff have been very kind, caring and understanding.		Definitely not. Outstanding care at all times. As the parent, I will second that - absolutely marvellous.	Male	16-25	White British	
2	Caroline Thorpe Ward	Extremely Likely		I give as high as I can. The staff remember us. They are kind, caring and they listen to me. May I state just how professional the staff are, not just medically and clinically, but with the warmth and friendship they show us.		Definitely not. The staff all do a great job. May I give a thank you for the warm smiles and words of kindness also given from the staff on Sodexo.	Male	Under 16	White British	
3	Caroline Thorpe Ward	Extremely Likely					Male	Under 16	White British	
4	Caroline Thorpe Ward	Extremely Likely		Everyone is just so friendly. As a regular patient here, I am always treated in this way.		None at all. Very clean. The food is ok but I, personally, preferred the old menu. The choice of burgers and the like was good.	Male	16-25	White British	
5	Caroline Thorpe Ward	Extremely Likely		10 out of 10. The nurses are always so friendly, kind and chatty. Always there to help.		I have been on the ward for approximately 4 weeks, on and off. I cannot honestly think of any improvements that could be made. I think the food menu on offer is good. As a vegetarian, I find the menu good, with plenty of choice. I find the food tasty, well cooked,	Female	Under 16	White British	

						served hot and well presented. The staff on the ward are 1st class.				
6	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Knowledgeable and caring staff. We felt very well looked after and confident that we were getting the best treatment. Everything was explained to us.	Amount of communication between all members of staff and sharing the information with us regarding care / treatment plan. [Name withheld] was lovely! And we appreciated being put in a side room - excellent customer service!!!	Our stay was too brief to identify any points for improvement. Just keep up the good work! Thank you.	Male	Under 6	White British	
7	Caroline Thorpe Ward	Yes	Not entered	Because I got help.	Food.	Nothing.	Female	9-11	White British	
8	Caroline Thorpe Ward	Yes	Not entered	Seen quickly. Friendly staff. Through examination. Clean & tidy.				Under 6	White British	
9	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	She was well looked after. Very friendly.	Everything.	Nothing.	Female	6-8	White British	
10	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff here are incredible I felt that my son was given the best care possible & nothing was too much trouble. Thank you!						
11	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The care we have received from start to finish has been fantastic. This is our first serious visit to hospital and the staff	Manner of staff, speed of recovery. Games room!!!	Nothing.	Male	9-11	White British	

				on the ward (as well as everywhere else) put a very anxious boy and upset parents at ease. Thank you all!						
12	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Every single nurse that we came into contact with couldn't do enough for us. In particular, [names withheld]. They are so genuinely kind & caring it made our stay bearable.	The constant care for [name withheld], from offering DVDs to ensuring we both had everything we needed.	The orthopaedic doctors need to take time for all patients. We sat around for 5hrs waiting for someone to make a decision on our X-rays. They were all clear but didn't have time to come & see us or explain. Even a chat on the phone would have helped. Without [names withheld] we'd have unnecessarily taken a bed for another night!	Female		White British	
13	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff could not do enough for [name withheld] or us as a family.	Everything was great for [name withheld].	Meals for parents would be good as nothing close.	Male	9-11	White British	
14	Caroline Thorpe Ward	Yes	Patient	They made sure you weren't scared and stuff.	Having lots of company.	Nothing.	Female	6-8	White British	
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish
16	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Always willing to listen and go above and beyond their duties! An extended family. All the nurses care for [name withheld] as if he was their own.	Listened and informed us of everything.	Nothing!	Male	Under 6	White British	
17	Caroline	Yes	Parent/	Because all the staff	Clean, tidy, great	Nope!	Female	9-11	White	

	Thorpe Ward		Guardian/ Carer	are very friendly and helpful and are brilliant with the children and level of care.	doctors & nurses.				British	
18	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very nice, caring and helpful staff.	Nurse [name withheld] and doctor [name withheld] were very attentive and caring.	All was perfect!	Female	16-18	White British	
19	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everything was efficient, friendly & good. Thanks.	The people and efficiency & the operation.	Nothing.	Male	12-15	White British	
20	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	I felt completely at home on the ward and that [name withheld]'s care was of the upmost importance, unlike some places we have been. A* care in my book!!	Care and respect for the situation.	Nothing!	Female	Under 6	White British	
21	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff were excellent, very helpful. Very reassuring, explaining any procedures.	Staff & treatment was excellent. [Name withheld] was really helpful.	Food menu are not really suited to a children's ward. Basic, plain foods would be better. Don't know many children who want salmon & dill sandwiches?!	Male	12-15	White British	
22	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Peace of mind knowing about what's going on! The reassurance that we can come back when it happens again.						
23	Caroline Thorpe Ward	Yes	Patient	Such nice nurses!	The nurses.	Didn't give me a food menu until almost too late to order.	Female	16-18	White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/	We felt listened to and looked after here.	The staff and cleanliness.	An information leaflet for facilities in where to get a	Female	Under 6	White British	

			Carer			cup of tea etc. I felt bad asking the nurses when they're busy looking after people.				
25	Caroline Thorpe Ward	Yes	Patient	All the staff are so lovely and attentive and really go the extra mile for you. The ward is clean and tidy and the cleaning staff are lovely and caring, and the ward is a safe and happy place to be while at your stay.	The staff are lovely. The ward is safe, clean and tidy. All needs and expectations are met and beyond.	Some staff may need to interact a little more during supervised meal times!	Female	16-18	White British	
26	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, helpful. Always on hand to help us with anything. Knowledgeable when asked about treatments.	N/A.	N/A.	Male	Under 6	White British	
27	Caroline Thorpe Ward	Yes	Patient	It is an amazing hospital and everyone is so nice, they are always there.	The staff were very friendly and always answered questions.	Nothing.	Female	9-11	White British	
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	Do not publish
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Always very helpful.	Staff always pleasant and helpful.	A bit faster to see the Dr before starting trial. In at 9am - seen Dr after 12.30.	Female	Under 6	White British	
30	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff. Fantastic facilities.	Quick. Good facilities.	N/A.	Male	Under 6	White British	
31	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone was very professional, explaining everything that was happening or	The dinner was really good and all the people were really nice to me. (answer	No.	Female	9-11	Other ethnic group	

				going to happen to both myself and the 9-yr old patient. They are very thorough, friendly and approachable.	from patient)					
32	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Majority of the staff have been very helpful and supportive. Doctors have taken time to talk and explain things.	Very kind and lovely staff, including the ladies that serve meals and do cleaning. I was provided with a breast pump to help with my feeding which was very helpful.	I think staff could benefit from more training / understanding of breastfeeding and new mums and babies. I was told that if I couldn't express every 2 hours I shouldn't bother! I found this really negative and if I was not determined and experienced at breastfeeding I would probably have given up. Also, hard to hear at a stressful and emotional time. I did not express 2-hourly but my milk did come back!! 3-hourly is fine.				
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent staff & service.						
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff very helpful and honest. Facilities were clean.	Friendly and always updated on events.	The food.	Female	9-11		
35	Caroline Thorpe Ward	Yes	Patient	Nice people, very supportive.	Staff.	Nothing.	Female	16-18	White British	
36	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The care, empathy, kindness shown to my son [name withheld] was second to none! He was in the HDU,			Male	16-18	White British	

				then trf to ward. The nurses, doctors and cleaners, cooks were amazing and made our stay so much more better. Thank you esp. [names withheld].						
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Get taken very good care of. All doctors and nurses are extremely helpful and Sodexo.			Male	12-15	White British	
38	Caroline Thorpe Ward	Yes	Not entered	Very friendly staff, incredibly helpful. [Name withheld] liked the TV!	Being very well looked after.	Nothing.	Male	6-8	White British	
39	Caroline Thorpe Ward	Yes	Patient	Great caring and very friendly.	Very friendly, the nurses who looked after me were lovely.	The telly above my bed wasn't working.	Male	12-15	White British	
40	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Yes. The staff are good. Helpful & friendly.	The constant care from the nurses.			Under 6	White British	
41	Caroline Thorpe Ward	Yes	Patient	The nurses and doctor that saw [name withheld] were lots of fun and did a wonderful job.	Got to listen to my heart and look in the doctor's ear.	Nothing.	Male	6-8	White British	
42	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Absolutely fantastic nurses & doctors. Couldn't ask for anything more - a real credit to your profession.	Very informative and put our minds at rest.	Nothing.	Female	16-18	White British	
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because we have good help in here and people are nice.	They said what we need do when we back home.		Male	12-15	Other ethnic group	
44	Caroline Thorpe Ward	Yes	Parent/ Guardian/	Very well looked after. Great staff.	Professional care and treatment given.		Female	9-11	White British	

			Carer							
45	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the care given by doctors & nurses was excellent. Everybody included [name withheld] in the conversations / decisions about her care.	Seen / examined in a timely manner, couldn't of been quicker or more efficient.	Nothing.	Female	12-15	White British	
46	Caroline Thorpe Ward	Yes	Patient	I had excellent treatment and care. Everything was explained in detail. Nurses were all lovely.	Seen quickly.	Nothing.	Female	12-15	White British	
47	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly and seemed happy.			Female	Under 6	White British	
48	Caroline Thorpe Ward	Yes	Patient	Warm & welcoming.						
49	Caroline Thorpe Ward	Yes	Patient	Nice treatment & staff. Thank you very much [name withheld].	Everything.	Nothing, except for [illegible] long waiting time.	Male	12-15	White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The care we received after my son broke his arm was amazing.	We felt like he was having lots of attention and was being well looked after.	Nothing.				
51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff have been kind and understanding. I always knew my daughter was getting the best care and her feelings were just as important as getting her better. Thank you.	Bright, modern, clean room, well stocked playroom, TV for distraction! Child-friendly meals, excellent care.	Honestly, nothing could have been improved.	Female		White British	
52	Caroline Thorpe Ward	Yes	Patient	Because you are nice.	You gave me brilliant care!	Nothing.	Female	6-8	White British	

53	Caroline Thorpe Ward	Yes	Not entered	Everybody is friendly, helpful and caring.	Being looked after and cared for so well. All staff explained things very well.	N/A.	Male	9-11	White British	
54	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind & caring nurses - excellent manner with my daughter. Doctors took time to explain everything & answer questions.	It was good that I could stay and sleep in a 2-bed next door to my daughter.	Waiting 3-plus (currently & counting) hours for medicine so we can leave could be improved. It is not an effective or efficient use of time or resource, especially with a child.	Female	Under 6	White British	
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff showed care and compassion. Reassurance on discharge given - great to have 48 hours of open access. Great to be able to borrow toys. Thank you.	Put-up bed for me as mum so I can stay close but still get some much needed rest whilst baby asleep.	Nothing - fantastic care and service. You should be proud!	Female	Under 6	White British	
56	Caroline Thorpe Ward	Yes	Patient	All the staff, every single one, has been incredibly polite and helpful and are really nice people. One chap stood out mind - I think he was called [name withheld]. Thank you for looking after me.			Male	16-18	White British	
57	Caroline Thorpe Ward	Yes	Not entered	Everybody is very nice and caring and very efficient.	The hospital is well organised. Staff are very good.		Male	12-15	White British	
58	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Thorough examination & testing. Lovely staff. Always happy. Thank you. [Name withheld], mum.	We were lucky to have a side room.		Female	Under 6	White British	

59	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly, caring, patient and approachable nurses who always made us feel that they had time for us. Very clean. The whole experience was made better by being in this hospital I feel.			Female	12-15	White British	
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone was kind and caring and his care was quickly done and everything was explained thoroughly.	Kind staff, lots of toys and distraction. Efficient care.		Male	Under 6	Other ethnic group	
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful and caring staff. Our daughter enjoyed the craft - certainly helped take her mind off things.	Reassuring staff.	Nothing.	Female	9-11	White British	
62	Caroline Thorpe Ward	Yes	Not entered				Female	9-11	White British	Do not publish
63	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nurse / doctors all friendly and were lovely towards my young son.	Nurses made you feel welcome.	N/A.	Male	Under 6	White British	
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Caring staff. Well equipped.	Peace & quiet.			Under 6	Mixed / Multiple ethnic groups	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly & helpful staff. Always.	Stress relief. Safe place for patient.		Male	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We felt very well looked after and confident in doctors & staff here on the Caroline Thorpe Ward.	The staff most importantly - very lovely! The cleanliness and facilities - all good!	An information leaflet for parents for where to make a cup of tea etc. (the things you don't want to bother asking busy staff	Female	Under 6	White British	

						about when late at night).				
67	Caroline Thorpe Ward	Yes	Not entered	Everyone was very nice and it hurt a lot but they made it better and now it doesn't hurt anymore. 100%	The room was nice and I liked the nurses and the doctors.	Nothing.	Male	6-8	White British	
68	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Caring & understanding staff, friendly.	Nothing too much trouble. All staff friendly & accommodating and very hospitable.	N/A.		Under 6	White British	
69	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very good care. Very smoothly run ward.	Everything.	Nothing.	Female	Under 6	White British	
70	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Made to feel welcome. Made provisions for me and my baby to bed share.	Very thorough and helpful.	Nothing.	Male	Under 6	White British	
71	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	Do not publish
72	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Caring staff who give clear informative, advice and healthcare. Wonderful facilities and lovely team! Excellent!	Everything - communication, care, facilities, staff.	Nothing - best NHS experience ever!!!	Female	Under 6	Mixed / Multiple ethnic groups	
73	Caroline Thorpe Ward	Yes	Patient	Because people wouldn't get better and it help you and the nurse was really lovely.	That I had a kind nurse and I've got a bed all by myself.	Nothing.	Female	6-8	White British	
74	Caroline Thorpe Ward	Maybe	Parent/ Guardian/ Carer	Some staff go behind your back.	Some of the staff are diamonds - [name withheld] was amazing.	Talk about what they're doing and not going behind your back. Listen to parents.	Male		Other ethnic group	
75	Caroline	Maybe	Parent/	Majority of nurses	The nurses [names	Listened to me properly	Male	Under	White	

	Thorpe Ward		Guardian/ Carer	were lovely. The doctors I found to be very proud apart from one Dr [name withheld]. One had the wrong information re: measuring production / feeding by pumping and measuring amount which is wrong. I said he could be one of [name withheld]'s care givers if he apologised which he didn't. A plan was written out without my involvement and PALS had to help me sort that out. I also think we could have [illegible] other things with regards to breastfeeding before we turned to top ups. Special note to fantastic nurses: [names withheld].	[name withheld] in particular. Sodexo staff are fantastic.	and actually take in what I said and involve me in all aspects of [name withheld]'s treatment. More training needs to be given in regards to breastfeeding, especially Dr [name withheld]. =All relates to doctors.		6	British	
76	Caroline Thorpe Ward	Maybe	Parent/ Guardian/ Carer	Lots of miscommunication & lots of wasted time doing nothing. But staff was lovely and attentive.	Our nurse.	If we have an appointment at 11.30am I would expect to be seen before 2.35pm.	Male	Under 6	White British	
1	Fortescue Ward	Extremely Likely		Excellent care. Brilliant staff. Kept in the loop at all times. Friendly staff.		More wards like this one. Regular exercise classes.	Female	Over 65	White British	

2	Fortescue Ward	Extremely Likely		All the staff absolutely brilliant, kind, considerate, quiet, everything you could ask.			Female	Over 65	White British	
3	Fortescue Ward	Extremely Likely		Excellent care.			Male	Over 65	White British	
4	Fortescue Ward	Extremely Likely		A quiet bay. I have been treated well.		Increase the number of nurses on all shifts.	Male	over 65	White British	
5	Fortescue Ward	Extremely Likely					Male	over 65	White British	
6	Fortescue Ward	Extremely Likely		I have been well looked after.			Female	over 65	White British	
7	Fortescue Ward	Extremely Likely		Everyone has been so kind and attentive.			Female	over 65	White British	
8	Fortescue Ward	Extremely Likely		The treatment has been exceptional.			Female	over 65	White British	
9	Fortescue Ward	Extremely Likely		The nurses are just so kind, very efficient. Basically, you just could not wish for anything better.		Impossible for me to think of anything to be honest. I really think we are so blessed to have such a wonderful hospital and staff to run it here in Barnstaple.	Male	over 65	White British	
10	Fortescue Ward	Extremely Likely		The staff are just brilliant. Very clean and very good food. I am impressed by everything regarding my care.		No. It is lovely to see people all the time, knowing someone is always there if needed. The care has been absolutely marvellous.	Female	over 65	White British	
11	Fortescue Ward	Extremely Likely		The nursing staff, doctors, not forgetting house-keeping and Sodexo food staff have been amazing. There is not one thing that is too much trouble for		Everything regarding my care has been first class. I would, however, like to point out that the portable commode and toilet is in the shower room. Therefore, when	Female	over 65	White British	

				them.		showering, I feel the need to rush, making sure the toilet facilities are then made available quicker than I would sometimes like.				
12	Fortescue Ward	Extremely Likely		The staff are truly wonderful - so much to do all the time and yet always a smile and a kind word as they go about their work. The food is variable, but that might be me. The ward is spotlessly clean.		Not really. I cannot find any faults at all. Just so kind and caring - obviously devoted and dedicated people.	Female	over 65	White British	
13	Fortescue Ward	Extremely Likely		The staff are just so kind and caring. They have such patience. I am amazed how they cope with some of these patients. We other patients have had so much trouble sleeping at night. Understandably, they have to be cared for and have that right but, oh dear, it is hard work for the staff and other patients.		Not that I can think of. The ward is just so clean and the food is also more than acceptable. The nursing staff, doctors etc. work just so hard at all times.	Female	over 65	White British	
14	Fortescue Ward	Extremely Likely		Excellent care. My first time in hospital, apart from having my children, and I am just amazed at the care shown.		No, well I don't think so anyway. I have not been in very long but so far I am very impressed. Thank you.	Female	over 65	White British	

15	Fortescue Ward	Extremely Likely		Very impressed. Not been on the ward long but so far I cannot praise the staff enough. Made to feel very welcome and comfortable even though it was around midnight.		As far as I am concerned everything is fine. May I say how well the system worked for me, from local doctor, ambulance service and paramedics, A&E, MAU and then finally Fortescue. A very well-oiled machine if those are the correct words.	Male	over 65	White British	
16	Fortescue Ward	Extremely Likely		I have been looked after very well indeed, thank you. Unfortunately, due to having strokes, I come into the hospital at different times and my care has always been first class. The doctors and nurses are so good.		I live on my own with carers coming in getting my meals for me, plus getting me in and out of bed. The nurses here do all of that for me and more. I really cannot find any fault.	Female	over 65	White British	
17	Fortescue Ward	Extremely Likely		Wonderful. Top marks. The staff do not rush you, so much patience and, importantly, they listen to you. Wonderful, dedicated and professional people who I admire.		Nothing that crosses my mind. Everything is just so good here. Nothing is any trouble to anyone at any time.	Female	over 65	White British	
18	Fortescue Ward	Likely		All nursing staff were very good.		No.	Female	Over 65	White British	
19	Fortescue Ward	Likely		The staff are kind and understanding.			Female	over 65	White British	
20	Fortescue Ward	Likely		The staff have been very good to me.		Improve the food - it is bland.	Female	over 65	Other ethnic group	
21	Fortescue Ward	Neither Likely nor		The staff are helpful.			Male	over 65	White British	

		Unlikely								
22	Fortescue Ward	Not entered		I'm happy with all the care he has had in all wards.			Male			
1	Glossop Ward	Extremely Likely		All staff & consultants were caring, happy and made you feel wanted & not a burden. This is without exception. All care was second to none.				Over 65	White British	
2	Glossop Ward	Extremely Likely		The staff and equipment are extremely good.		Perhaps you could separate bad-mannered patients so that the rest could sleep better.	Female	Over 65	White British	
3	Glossop Ward	Extremely Likely		Excellent doctor in casualty. Wonderful nurses - all of them. They work so hard under difficult circumstances and brilliant, thorough doctors on the ward, all made me better.		I feel the loo in the ward needs cleaning more often - used a lot.	Female	46-55	White British	
4	Glossop Ward	Extremely Likely		Care and attention is excellent from all involved in running the ward.			Male	Over 65	White British	
5	Glossop Ward	Extremely Likely		Service is second to none.		No.	Male	Over 65	White British	
6	Glossop Ward	Extremely Likely		Well looked after & staff are very friendly.		None.	Male	Over 65	White British	
7	Glossop Ward	Extremely Likely					Female	46-55	White British	Do not publish
8	Glossop Ward	Extremely Likely		Friendly competent staff. Always helpful.			Female	26-35	White British	

9	Glossop Ward	Extremely Likely		Everyone works so hard and are so kind, although they are rushed off their feet. Extremely happy with everything and thank you very much for everything.		No, all very good.	Female	Over 65	White British	
10	Glossop Ward	Extremely Likely		All the staff are kind and friendly and work as a team delivering person-centred care.			Female	36-45	White British	
11	Glossop Ward	Extremely Likely		Everything perfect. 100% from doctor, nurses, admin, kitchen staff.		No.	Male	Over 65	White British	
12	Glossop Ward	Extremely Likely		Because it's a good place to come.			Male	Over 65	White British	
13	Glossop Ward	Extremely Likely		I did not want for anything and the staff were more than friendly. No complaints.			Male	Over 65	White British	
14	Glossop Ward	Extremely Likely		My stay very short, but the staff & all concerned with looking after us. Brilliant. Cannot fault them.		Make discharge from ward easier, Dr's letters & pharmacy so slow. We have been waiting 5hrs to be allowed out, still waiting.	Female	Over 65	White British	
15	Glossop Ward	Extremely Likely		The excellent way all staff have carried out their duties in a cheerful & professional way, never too much trouble.		The bedside armchair arm rests could be covered. Boy, that wood is hard.	Male	Over 65	White British	
16	Glossop Ward	Extremely Likely		Treatment & care excellent. Thank you to		[Illegible].		Over 65	White British	

				all staff & doctors.						
17	Glossop Ward	Extremely Likely		Polite, attentive staff.			Female	46-55	White British	
18	Glossop Ward	Extremely Likely		It has been perfect all the way through. Meals have been good.		Nothing to complain about.	Male	Over 65		
19	Glossop Ward	Extremely Likely		Well looked after. Food good.			Male	56-65	White British	
20	Glossop Ward	Extremely Likely		Very pleasant stay. All staff very helpful. Meals are very good. [Name withheld].			Male	Over 65		
21	Glossop Ward	Extremely Likely		A great group of caring, understanding, patient staff. Love them all. Thank you. HCA amazing today.		Look at the volume of paperwork involved with one patient.	Male	56-65	White British	
22	Glossop Ward	Extremely Likely		All friendly staff, work very hard. Thank you!						
23	Glossop Ward	Extremely Likely		The care of medical staff outstanding. Every person from top down works so hard & dedicated. The ward looks exceptionally clean. Staff always gave smiley faces. Thank you so much.		Only the government can provide more funding.	Female	Over 65	White British	
24	Glossop Ward	Extremely Likely					Female	Over 65	White British	
25	Glossop Ward	Extremely Likely		Very kind staff, prompt to the call button. Also, very good with visitors, helpful with information.						
26	Glossop Ward	Extremely		All staff very helpful &			Male	Over	White	

		Likely		kind and nothing is too much trouble.				65	British	
27	Glossop Ward	Extremely Likely		Everyone was so good and friendly.			Female	Over 65	White British	
28	Glossop Ward	Extremely Likely		Care was very good & I was treated well. Some staff were particularly proactive (for example, [name withheld] when trying to help & fix medication issues.				36-45	White British	
29	Glossop Ward	Extremely Likely		Received very good care from all staff. Treated with utmost respect at all times.			Female	Over 65	White British	
30	Glossop Ward	Extremely Likely		Very helpful. Made the stay as comfortable as possible.		Lack of communication from pharmacy, long wait on medication.	Male	36-45	White British	
31	Glossop Ward	Extremely Likely		Very helpful and willing to help.		Happy as it is.	Female	over 65	White British	
32	Glossop Ward	Extremely Likely		All the staff are very hardworking and responsive to all requests.		Satisfied as it is.	Female	over 65	White British	
33	Glossop Ward	Extremely Likely		Everyone is so friendly.		Very good as it is - cannot be faulted.	Female	over 65	White British	
34	Glossop Ward	Extremely Likely		Everyone is so friendly.		Very good as it is. It cannot be faulted.	Female	over 65	White British	
35	Glossop Ward	Extremely Likely		Cannot fault anything.		Excellent as it is.	Female	over 65	White British	
36	Glossop Ward	Extremely Likely		Compares favourably with other hospitals I have experienced.		No. It is good as it is.	Male	over 65	White British	
37	Glossop Ward	Extremely Likely		The attention to patients is very good.		Satisfied as it is.	Male	over 65	White British	
38	Glossop Ward	Extremely Likely		All the staff are efficient and so		No. It is so good as it is.	Male	over 65	White British	

				friendly.						
39	Glossop Ward	Likely					Male	Over 65	White British	
40	Glossop Ward	Likely		Helpful and patient staff. Very busy but no one kept waiting long that I noticed.						
41	Glossop Ward	Likely		Friendly ward, staff very quick & efficient. Staff are very friendly & helpful.		More staff. Cleaner. Increase staff levels.	Female	Over 65	White British	
42	Glossop Ward	Likely		Great care, great nursing. Good food.		Reduce night noise.	Male	Over 65	White British	
43	Glossop Ward	Likely		The kindness of staff.			Female	Over 65	White British	
44	Glossop Ward	Likely		[Name withheld] bank HCA very hardworking - lovely.		A room where we could all gather with a TV instead of being in bed.		46-55	White British	
45	Glossop Ward	Likely		Staff have been really friendly and helpful.			Female	36-45	White British	
46	Glossop Ward	Likely		When asking for liquid paracetamol to be changed to saline bags, I had to wait 1/2hour. Then, when the saline bag finished, I had to wait 1hour after letting a healthcare assistant. The night staff were brilliant and came very quickly when pushing the alarm.		The food is not brilliant - is tasteless and people in hospital are unwell so need something nice to tempt them.	Female	36-45	White British	
47	Glossop Ward	Likely		Lovely nursing staff. Communication in A&E was very poor.		Make sure patients are kept informed.	Female	46-55	White British	
48	Glossop Ward	Likely		The staff are very		Food seems to vary from	Female	over 65	White	

				friendly but the food could be improved.		ward to ward.			British	
49	Glossop Ward	Likely		Everything good. Excellent staff.		Satisfied as it is.	Female	26-35	White British	
50	Glossop Ward	Neither Likely nor Unlikely					Female	46-55	White British	Do not publish
51	Glossop Ward	Unlikely		It feels like being in prison.		I have no faith in the system.	Male	46-55	White British	
52	Glossop Ward	Not entered		Service very good. Could not wish for more. [Name withheld]			Male	Over 65	Mixed / Multiple ethnic groups	
53	Glossop Ward	Not entered				Keep relatives more informed when elderly patients are involved.	Female	Over 65	White British	
54	Glossop Ward	Not entered		Good [illegible]. Would not ask for any better.		Not at all. Very good.	Female	Over 65	White British	
1	Intensive Care Unit	Extremely Likely		Clean and tidy. Highly skilled and dedicated staff.			Male	over 65	White British	
2	Intensive Care Unit	Extremely Likely		These people deserve everything they get. They are kind, caring and considerate. Nothing is too much trouble to them. I have so much respect for them. I just wish they could get this awful pain out of my back.		The staff have been first class with their care. Spotlessly clean as well. I think the food needs looking into. I found it all to be terrible - no taste at all to it. It might be me though - everyone else seemed satisfied.	Female	over 65	White British	
3	Intensive Care Unit	Extremely Likely		Absolutely wonderful. These people are gifted to be able to do this work - so kind, so dedicated, so professional. Total		I cannot think of anything at the moment and do not expect to find anything negative actually. I am 100% totally satisfied with all of my care.	Male	46-55	White British	

				respect for every one of them.						
1	King George V Ward	Extremely Likely		Very lovely, caring nurses, doctors & staff. Nurse [name withheld] in particular was very kind and reassuring, as was Dr [name withheld]. Many of the staff were quite stretched whilst a couple of non-regular nurses stood for a few hours saying they'd signed up for these shifts as extra because it was easy and they could 'stand around doing nothing' - which put pressure on all the very hardworking staff and left a few patients unattended. A while later another nurse noticed and directed them. Felt sorry for some of the nurses working very long, hard hours - all with smiles though! Thank you. Put me at ease - really appreciative.			Female			
2	King George V Ward	Extremely Likely		Ward nurses were very attentive and made sure I was comfortable.						
3	King George V Ward	Extremely Likely		Incredibly caring and sensitive staff.		No suggestions. Every aspect of the organisation,	Female	Over 65	White British	

				Excellent communication re: care / treatment. Immediate response to changing needs - seen by ITU consultants re: concerns, immediate news re: blood tests, for example. Cheerful, friendly & caring staff at all levels, from Sodexo to nurses and doctors.		care, treatment has been amazing. Nothing could have been better. Thank you.				
4	King George V Ward	Extremely Likely		The staff are very nice - look after you, welcoming, understanding. The doctors and nurses listened to me.		No. All very good. Spotlessly clean. The food is good - hot and well plated. All the nursing staff are very kind and friendly - very efficient.	Female	26-35	White British	
5	King George V Ward	Extremely Likely		Very good. Very helpful. Everything you need. They are on the ball - just so caring really.		Nothing really. No complaints at all. The NHS is marvellous, as is our hospital.	Male	over 65	White British	
6	King George V Ward	Extremely Likely		I cannot fault it at all. So caring, so thoughtful. Even if busy, they always seem to make sure of a smile and a kind word. They are very attentive, and that also includes the cleaning and food staff working for Sodexo.		I cannot think of anything really. So clean, good food, and such a wonderful, professional team all pulling together.	Female	over 65	White British	
7	King George V Ward	Extremely Likely		Been very good and understanding.			Male	over 65	White British	

8	King George V Ward	Extremely Likely		Staff have been very helpful.			Male	56-65	White British	
9	King George V Ward	Extremely Likely		The staff appear to be on top of things.			Male	over 65	White British	
10	King George V Ward	Extremely Likely		Staff are very good and understanding.			Male	over 65	White British	
11	King George V Ward	Extremely Likely		The staff are very good and hardworking.			Female	56-65	White British	
12	King George V Ward	Extremely Likely		Well looked after by dedicated staff.			Female	over 65	White British	
13	King George V Ward	Extremely Likely		I have been looked after by dedicated staff.		Control waste on the ward i.e. more careful use of disposable items.	Female	over 65	White British	
14	King George V Ward	Extremely Likely		The staff work as a team - caring and understanding.		The food, in my opinion, is excellent.	Female	over 65	White British	
15	King George V Ward	Extremely Likely		Very friendly staff.			Female	over 65	White British	
16	King George V Ward	Extremely Likely		Everyone is very friendly and understanding.			Female	over 65	White British	
17	King George V Ward	Extremely Likely		The nurses have been very caring.			Female	over 65	White British	
18	King George V Ward	Extremely Likely		All staff are friendly and welcoming.		The continual sounding of buzzers can cause anxiety. Also, I can overhear nurses discussing patients between themselves.	Female	36-45	White British	
19	King George V Ward	Extremely Likely		Nurses very kind and helpful. They work very hard.		Food could be improved.	Male	over 65	White British	
20	King George V Ward	Extremely Likely		Atmosphere very good - calm and peaceful.		Very satisfied as it is.	Female	36-45	White British	
21	King George V Ward	Extremely Likely		Good atmosphere - all kind and helpful.		Satisfied as it is.	Male	over 65	White British	
22	King George V	Extremely		The staff have been			Male	over 65	White	

	Ward	Likely		helpful and professional.					British	
23	King George V Ward	Extremely Likely		The staff are so friendly.			Male	over 65	White British	
24	King George V Ward	Extremely Likely		Friendly and helpful staff.		The food I find is rather bland.	Male	over 65	White British	
25	King George V Ward	Extremely Likely		Friendly and understanding staff.			Male	over 65	White British	
26	King George V Ward	Extremely Likely		Nothing is too much trouble for the staff.		Need more nurses both day and night.	Female	46-55	White British	
27	King George V Ward	Extremely Likely		Everything is fine. Friendly staff.			Female	over 65	White British	
28	King George V Ward	Extremely Likely		Very kind and understanding.			Female	over 65	White British	
29	King George V Ward	Extremely Likely		The staff have been wonderful - nothing has been too much trouble.			Female	over 65	White British	
30	King George V Ward	Extremely Likely		Very caring and understanding staff.			Female	46-55	White British	
31	King George V Ward	Extremely Likely		The care is brilliant. You are treated like in a hotel, the facilities have improved dramatically. The staff look after you, if you request anything it arrives promptly. One problem was that on my first evening i.e. the day after I came in (17 hours later) I was not given any food as they ran out. The ward is clean, bright and well-furnished.		The provision of food for patients. There should be enough for everyone.	Male	over 65	White British	

32	King George V Ward	Extremely Likely		The staff are very friendly and keep you up to date with what is going on with your care. In this single room I have access to my own shower and toilet, which is very clean.		None at this time.	Female	16-25	White British	
33	King George V Ward	Extremely Likely		The staff are very kind and caring. They will do anything for you. There is plenty of food and good choices.		None.	Female	over 65	White British	
34	King George V Ward	Extremely Likely		The nurses have been there whenever you need them. They listen, are caring and show concern. The catering and housekeeping staff are cheerful and polite. The medical care has been spot on and the doctors have explained what treatment I will have and this has given me confidence. I have been 'nil by mouth' but I have been offered many drinks.		The media provision (Hospedia) at my bed is not fully working. Unfortunately, I have been told that there is not an engineer available so my money will be reimbursed.	Male	over 65	White British	
35	King George V Ward	Extremely Likely					Female	over 65	White British	Do not publish
36	King George V Ward	Likely		Most staff are very good but the nurse on last night was not as good - did not appear		The staff work too many hours - working hours need to be altered to encourage more staff to	Female	over 65	White British	

				to be in control.		take up nursing.				
37	King George V Ward	Likely		The nursing staff have been very good.		Staff need to be rewarded better than at present.	Female	over 65	White British	
38	King George V Ward	Likely		All staff friendly and helpful		Satisfied as it is.	Male	over 65	White British	
39	King George V Ward	Likely		The ward is not crowded. The shower facilities are near and only used by 5 patients. There are plenty of electricity power points, so easy to charge devices and you are able to use your own phone and computer. The visiting times are not restricted so visitors can stay most of the day. The staff are great. They are attentive and friendly. When I was admitted on to the ward I had to wait 12 hours before I had a bed and this was when I was in the most pain, I had to put chair cushions on the floor to lie on. Also, that evening there was no food available as a member of the service staff had not gone into parts of the ward, so my husband had to go out to get a takeaway		There should be a backup for patients who come off 'nil by mouth' in the evenings after the meal has been served. Maybe soups or microwave meals could be available.	Female	26-35	White British	

				which he also offered to other patients who had missed out.					
40	King George V Ward	Likely		The nurses are attentive, friendly and provide a good service. I have had minimal food so far but I have been offered a sandwich and have ordered my lunch and evening meal from the menu which had a variety of options.		The Hospedia system has failed to work so far.	Male	26-35	White British
41	King George V Ward	Unlikely		The staff made an error with my medication and I am suffering as a consequence. My notes were not kept up-to-date and on change of shift, the incoming nursing staff did not know about my medication. I had a similar experience during a previous stay.		Better communications and care at handover so that incoming staff know the medication that has been given.	Female	36-45	White British
1	Lundy Ward	Extremely Likely		Great care, great people, good hospital.		Put a cash machine in the hospital.	Male	Over 65	White British
2	Lundy Ward	Extremely Likely		Really friendly staff. Wonderful care. Everyone worked so hard to get me better.		The food isn't very good.	Female	Over 65	White British
3	Lundy Ward	Extremely Likely		The friendly service.			Male	36-45	White British
4	Lundy Ward	Extremely Likely		Everybody on the ward who works here are		I have received the best care that anyone could ask	Male	46-55	White British

				very friendly and worked to make me feel very comfortable.		for. Thanks from [name withheld].				
5	Lundy Ward	Extremely Likely		All the staff that I've had the pleasure to meet have been warm, friendly and extremely kind & very professional. Nothing has been too much trouble & felt that my care was important to them.		No, none at all. My care needs have been exactly how I wished to have been treated & with most caring nurses - just keep doing what their doing.	Female	46-55	White British	
6	Lundy Ward	Extremely Likely		Everybody was helpful.			Female	Over 65	White British	
7	Lundy Ward	Extremely Likely		All the staff have been fantastic. Made me feel so cared for and less anxious about my situation. Thank you all.		No.	Female	26-35	White British	
8	Lundy Ward	Extremely Likely		Met all my needs.			Female	16-25		
9	Lundy Ward	Extremely Likely		Friendly staff.			Female	16-25	White British	
10	Lundy Ward	Extremely Likely		I have been given all the service and care I required. Couldn't have asked for more.		No, very happy with everything. P.S. the shower head in room 10 (side) needs fixing - it's got a mind of its own.	Male	Over 65	White British	
11	Lundy Ward	Extremely Likely		Excellent treatment & care. Friendly & helpful staff.			Male	46-55	White British	
12	Lundy Ward	Extremely Likely		Excellent care from friendly, knowledgeable and empathetic staff. Well-		Keep doing what your doing.	Female	46-55	White British	

				run ward. Everything asked for received. A feeling of safety which is crucial when poorly & vulnerable.						
13	Lundy Ward	Extremely Likely		Everybody friendly. Service professional, outstanding.		None at all (brilliant).	Male	56-65	White British	
14	Lundy Ward	Extremely Likely		Outstanding overnight care. Courteous, informative, caring.		Day staff stretched - no dispatch notes or medication, but helpful when called.	Male	Over 65	White British	
15	Lundy Ward	Extremely Likely					Female	26-35	White British	
16	Lundy Ward	Extremely Likely		The staff are very friendly and helpful. Always smiling and nothing is too much trouble. Very informative.		None. (Maybe pay them more).	Male	46-55	White British	
17	Lundy Ward	Extremely Likely		The staff's professionalism.			Male	Over 65	White British	
18	Lundy Ward	Extremely Likely		Brilliant care from top to bottom. Thank you all!		No. 10/10.	Male	Over 65	White British	
19	Lundy Ward	Extremely Likely		A very pleasant stay. All went well from beginning to end.			Female	Over 65		
20	Lundy Ward	Extremely Likely		Lovely, clean ward. Nothing too much trouble.			Male	Over 65		
21	Lundy Ward	Extremely Likely					Male	56-65	White British	
22	Lundy Ward	Extremely Likely		Because staff were wonderful. Food though was awful.			Female	Over 65	White British	

23	Lundy Ward	Extremely Likely		The staff on the ward were very caring and friendly.		[Name withheld] turning up on time. lol	Male	46-55	Black / African / Caribbean / Black British	
24	Lundy Ward	Extremely Likely		All, I repeat all, of staff could not have done any more for, from the 1st moment when I was admitted to Lundy to I was discharged. 10 out 10.		No.	Male	Over 65	White British	
25	Lundy Ward	Extremely Likely		Everything thoroughly explained verbally and literally. Caring, friendly, made stay less scary, all fantastic.		No.	Male	Over 65	White British	
26	Lundy Ward	Extremely Likely		All staff both day & night teams are very cheerful and attentive which makes the stay much more pleasant.			Male	Over 65	White British	
27	Lundy Ward	Extremely Likely		Because everyone were marvellous and did their jobs very well. Thank you very much. Love the staff. xxx		You cannot improve. Everything was top grade.	Male	Over 65	White British	
28	Lundy Ward	Extremely Likely		All the staff have been good to me. The cleanliness is excellent.		More nursing on all shifts.	Male	46-55	White British	
29	Lundy Ward	Extremely Likely		Staff always available to help the patients when needed.			Female	over 65	White British	
30	Lundy Ward	Extremely Likely		The experience has been very good.			Female	over 65	White British	
31	Lundy Ward	Extremely Likely		The staff are kind and patient with everyone. This comment includes			Female	over 65	White British	

				the non-medical staff also.						
32	Lundy Ward	Extremely Likely		The staff have been brilliant and positive.			Male	over 65	White British	
33	Lundy Ward	Extremely Likely		All the staff have been good. The ward is very clean.			Female	56-65	White British	
34	Lundy Ward	Extremely Likely		Everything has been fine. Friendly staff.		Sometimes the response time to a question asked takes longer than I would expect.	Male	over 65	White British	
35	Lundy Ward	Extremely Likely		Very good ward - runs like clockwork.			Male	over 65	White British	
36	Lundy Ward	Extremely Likely		Well looked by dedicated staff.			Male	over 65	White British	
37	Lundy Ward	Extremely Likely		I have been well looked after.			Male	over 65	White British	
38	Lundy Ward	Likely		Staff all helpful.		No.	Male	Over 65	White British	
39	Lundy Ward	Likely		All very friendly and helpful.			Male	Over 65	White British	
40	Lundy Ward	Likely		The hospital is clean. The bed and the toilet are clean. The food is nice and the staff are friendly.		It is fine, no concerns.	Female	26-35	Asian / Asian British	
41	Lundy Ward	Likely		Friendly, informative staff. Make you feel better at your worse. [Name withheld] (HCA) and [name withheld] (RN) fabulous. As were the breakfast ladies.		Regular water refills.	Female	36-45	White British	
42	Lundy Ward	Likely		Spent only one night following a problem after Day Surgery. The staff were helpful &		The government should have more funding available for preventative medicine. This may help	Male	Over 65	White British	

				friendly. It is unfortunate that I had to wait for a bed for 3.5 hours. So did not get on ward until 12.30am.		the bed shortage. Hopefully, encourage the public to lead healthier lifestyles.				
43	Lundy Ward	Likely		Staff very friendly and willing to help.			Female	46-55	White British	
44	Lundy Ward	Likely		Everyone friendly & helpful. Explaining what was going on.			Female	Over 65	White British	
45	Lundy Ward	Not entered		Lovely nurses, excellent care. Cannot fault it. Thank you very much.						
1	Staples Ward (Stroke Unit)	Extremely Likely		Staff are very kind, caring, supportive & encouraging.			Female	Over 65	White British	
2	Staples Ward (Stroke Unit)	Extremely Likely		Very attentive and helpful staff.			Female	over 65	White British	
3	Staples Ward (Stroke Unit)	Extremely Likely		Very helpful staff. The ward is a bit noisy first thing in the morning.			Male	over 65	White British	
4	Staples Ward (Stroke Unit)	Extremely Likely		Everyone is good and nothing is too much trouble. We also have a laugh together.			Female	over 65	White British	
5	Staples Ward (Stroke Unit)	Extremely Likely		Everything is good about the ward.			Female	over 65	White British	
6	Staples Ward (Stroke Unit)	Extremely Likely		A good ward. The physio has been fantastic.			Male	46-55	White British	
7	Staples Ward (Stroke Unit)	Extremely Likely		All are pleasant, charming and helpful.			Female	over 65	White British	
8	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been very friendly and understanding.			Female	over 65	White British	

9	Staples Ward (Stroke Unit)	Extremely Likely		The staff are extremely attentive - very friendly and efficient.			Male	over 65	White British	
10	Staples Ward (Stroke Unit)	Extremely Likely		Friendly atmosphere. Treated well by all.			Male	over 65	White British	
11	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very patient and understanding.			Male	over 65	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been very good.		Shortage of nurses both day and night. I also find it rather annoying to find out that the hospital staff have to pay for their own car parking.	Male	over 65	White British	
13	Staples Ward (Stroke Unit)	Extremely Likely		All staff extremely helpful.		As a vegetarian, not much choice on the menu.	Female	over 65	White British	
14	Staples Ward (Stroke Unit)	Extremely Likely		Very clean and pleasant.		Satisfied as it is.	Female	over 65	White British	
15	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are very kind and helpful.		No, satisfied as it is.	Male	over 65	White British	
16	Staples Ward (Stroke Unit)	Likely		In the bay I'm in no-one else can speak at the moment. I find this very difficult and lonely.			Female	over 65	White British	
17	Staples Ward (Stroke Unit)	Likely		Look after you very well. I have been in the ward four times in five weeks.			Female	46-55	White British	
18	Staples Ward (Stroke Unit)	Yes	Family member / Carer	Staff friendly.		I think it wrong that [illegible] talk over the patient when doing person care holding conversation among themselves. Poo on bed rail - I cleaned it with wipes.	Female	over 65	White British	

1	Tarka Ward	Extremely Likely		I have been treated dignity & respect from all involved in my care.		I don't think in any way it can be improved. Staff i.e. nurses, cleaners, meal persons, physio & O/T have given me very good service.	Female	Over 65	White British	
2	Tarka Ward	Extremely Likely		Excellent care given by all members of staff.		No.	Male	56-65	White British	
3	Tarka Ward	Extremely Likely		Very friendly staff. Nothing is too much for them. The staff help with anything.		N/A.	Female	56-65	White British	
4	Tarka Ward	Extremely Likely		Everybody so very good at their jobs.			Male	Over 65	White British	
5	Tarka Ward	Extremely Likely		No comment.		Everything is ok as it is.	Male	56-65	White British	
6	Tarka Ward	Extremely Likely		Was fantastic. 10/10.						
7	Tarka Ward	Extremely Likely		The sheer professionalism of all the staff I came in contact with, together their nice attitude to their patients.						
8	Tarka Ward	Extremely Likely		Very friendly staff.			Male	36-45	White British	
9	Tarka Ward	Extremely Likely		The staff are helpful and friendly.			Male	over 65	White British	
10	Tarka Ward	Extremely Likely		Friendly doctors, nurses, and non-medical staff.			Male	46-55	White British	
11	Tarka Ward	Extremely Likely		The staff are very friendly and helpful.			Female	56-65	White British	
12	Tarka Ward	Extremely Likely		The staff have been friendly and helpful.			Female	over 65	White British	
13	Tarka Ward	Extremely Likely		Attentive staff.			Male	over 65	White British	

14	Tarka Ward	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
15	Tarka Ward	Extremely Likely		The staff are very good.			Male	over 65	White British	
16	Tarka Ward	Extremely Likely		Everyone is polite and efficient.			Male	over 65	White British	
17	Tarka Ward	Extremely Likely		The staff have been very good and understanding.		More nursing staff during the day.	Female	over 65	White British	
18	Tarka Ward	Extremely Likely		The staff have been good.			Female	over 65	White British	
19	Tarka Ward	Extremely Likely		The staff have been brilliant.			Male	over 65	White British	
20	Tarka Ward	Extremely Likely		The staff, food and ward conditions are excellent.			Male	56-65	White British	
21	Tarka Ward	Extremely Likely		The ward is spacious and the staff are very good.			Male	over 65	White British	
22	Tarka Ward	Extremely Likely		The care has been good.		Lack of nurses in the ward. The staff are under pressure continually e.g. the nurse preparing my medication was being continually called away.	Male	46-55	White British	
23	Tarka Ward	Extremely Likely		The staff come when you want them. They are all nice.		All good.	Female	over 65	White British	
24	Tarka Ward	Extremely Likely		The staff are brilliant.		Too many non-ward based managers interfering - the ward staff know best.	Female	56-65	White British	
25	Tarka Ward	Extremely Likely		Brilliant.		I do not understand the uniforms and who people are. Can this be improved please? I have no idea who anyone is. Bideford has a uniform chart.	Female	over 65	White British	

26	Tarka Ward	Extremely Likely		Excellent staff.		Too many hospital managers - not enough nurses on the ground.	Female	26-35	White British	
27	Tarka Ward	Extremely Likely		Superb care. Happy to come when I press the bell. Nothing is too much of a problem.		All the care is excellent.	Female	over 65	White British	
28	Tarka Ward	Extremely Likely		The atmosphere in here is great. The staff are good - nothing is too much trouble.		Cleanliness on the ward is excellent. The staff are friendly and good fun. I take a sandwich for supper so I can save it to eat later on. The staff in theatre made me laugh and relaxed me.	Female	56-65	White British	
29	Tarka Ward	Extremely Likely		The people are so helpful - all personnel.		No complaints whatsoever. I am very impressed with the hospital.	Male	over 65	White British	
30	Tarka Ward	Extremely Likely		Clean. Everyone is so helpful and kind.		The radiators are noisy early in the morning. The TV is expensive and the reception is poor.	Male	46-55	White British	
31	Tarka Ward	Extremely Likely		The staff are so helpful.		Satisfied as it is. The food is very good.	Female	over 65	White British	
32	Tarka Ward	Extremely Likely		Spacious and clean. The staff are all excellent.		The whole experience has been good.	Male	over 65	White British	
33	Tarka Ward	Likely		The ward has been good - nurses very helpful.		Happy as it is.	Male	over 65	White British	
34	Tarka Ward	Neither Likely nor Unlikely		I was very concerned about some practices e.g. not introducing themselves, infection control - not washing hands between		Consistency of nursing staff. Some HCAs e.g. [name withheld] were excellent and should be rewarded for their good practice? A ward manager.	Female	56-65	White British	

				patients. One HCA called [name withheld] was rude, [illegible] an elderly sick patient 'you better not wet the bed again'. Shocking. No hand washing. No name badge. Had to wait over 2hrs for painkillers.						
1	Victoria Ward	Extremely Likely		Helpful friendly staff, with a wealth of experience.		Cheaper TV for the elderly.	Male	56-65	White British	
2	Victoria Ward	Extremely Likely		Excellent service all round. Thank you to everyone for the TLC.			Female	Over 65	White British	
3	Victoria Ward	Extremely Likely		Quality of care. Happy, friendly staff.		None.	Male	Over 65	White British	
4	Victoria Ward	Extremely Likely		Very friendly and very professional.			Male	Over 65	White British	
5	Victoria Ward	Extremely Likely		The friendly staff kept me well informed of everything throughout my stay. If you have to be in hospital this is the place to be.			Male	Over 65	White British	
6	Victoria Ward	Extremely Likely		Care & attention in friendly atmosphere.			Male	Over 65	White British	
7	Victoria Ward	Extremely Likely		Pleasant staff. Very good care. Thank you.		No.	Male	Over 65	White British	
8	Victoria Ward	Extremely Likely		I have been looked after lovely, everyone so kind and cheerful. Made me feel at home. That's what you need to help you on the road to recovery.		None.	Female	56-65	White British	

9	Victoria Ward	Extremely Likely		Very good care from staff.			Male	Over 65	White British	
10	Victoria Ward	Extremely Likely		You are given dignity, respect and treated with care.		No, it's an excellent service.	Male	46-55	White British	
11	Victoria Ward	Extremely Likely		Generally very well looked after!		Redesign the washing / toilet facilities.	Male	Over 65	White British	
12	Victoria Ward	Extremely Likely					Female	Over 65	White British	
13	Victoria Ward	Extremely Likely		The staff are very good. They react quickly to my needs. The ward is clean and tidy. The food is adequate in both quality and quantity.		Free use of TV/media and better internet/wifi connection.	Male	56-65	White British	
14	Victoria Ward	Extremely Likely		The care given by the staff on this ward has shown expertise, kindness and patience. Staff are always polite, even when patients are extremely difficult. The food is acceptable in quality and quantity with a good choice on the menu. They offer regular hot and cold drinks.		The phone on the media provision has not worked, which has been inconvenient as I do not have a mobile phone with me.	Male	over 65	White British	
15	Victoria Ward	Extremely Likely		The staff are always very polite and friendly. The ward is always perfectly clean. The service is excellent. The menu choices are not really to my taste i.e. they		I would like to see a wider selection of dishes on the menu. To have more choices for the evening meal as many patients may prefer /are used to eating in the evening.	Male	56-65	White British	

				offer a lot of salads.						
16	Victoria Ward	Extremely Likely		It has all been excellent. The staff have been pleasant, kind and understanding. The ward appears understaffed and consequently requests are slow in coming. The ward bay is regularly cleaned but cleaning time is limited. The selection of dishes on the menu is limited and bland.		The media centre which you have to pay for is not always working - it is a waste of money. Access to more staffing.	Male	over 65	White British	
17	Victoria Ward	Extremely Likely		All the staff have time for you and care. The general morale of the staff is good. The facilities are excellent in this side room. The food is perfectly good considering the logistics of production and distribution, the choice is reasonable.		Not at this moment.	Male	over 65	White British	
18	Victoria Ward	Extremely Likely		I am impressed by the respect for patients.		Satisfied as it is.	Male	46-55	White British	
19	Victoria Ward	Extremely Likely		Impressed by how the staff cope with difficult circumstances.		Entirely satisfied and grateful for the treatment received.	Male	over 65	White British	
20	Victoria Ward	Extremely Likely		The nurses are all so friendly and helpful.		Satisfied as it is.	Male	over 65	White British	
21	Victoria Ward	Extremely Likely		First class. I can find no fault.		Cannot be faulted.	Male	over 65	White British	

22	Victoria Ward	Extremely Likely		All the staff are lovely, laid-back and relaxed.		Communication from doctors could be improved.	Male	46-55	White British	
23	Victoria Ward	Extremely Likely		Good atmosphere. The staff are very good.		Hospital first class.	Male	over 65	White British	
24	Victoria Ward	Extremely Likely		The attitude of the staff is first class.		Satisfied as it is.	Male	over 65	White British	
25	Victoria Ward	Extremely Likely		The nurses and fellow patients are so kind and helpful.		Very good as it is. No communication from porters when they are involved. They don't talk to me when I'm being transported around the hospital e.g. to a scan.	Male	over 65	White British	
26	Victoria Ward	Extremely Likely		All staff have impressed.		Woken early but no tea for three hours!	Male	over 65	White British	
27	Victoria Ward	Extremely Likely		Everyone is kind and attentive.			Female	over 65	White British	
28	Victoria Ward	Extremely Likely		Been well looked after by all.			Female	over 65	White British	
29	Victoria Ward	Extremely Likely		Very well looked after by all.			Female	56-65	White British	
30	Victoria Ward	Extremely Likely		The care has been good.			Male	over 65	White British	
31	Victoria Ward	Extremely Likely		Everything has been good.		The TV system is not only expensive but unreliable.	Male	over 65	White British	
32	Victoria Ward	Extremely Likely		Friendly staff - always helpful.			Male	over 65	White British	
33	Victoria Ward	Extremely Likely		All the staff have been good.			Male	over 65	White British	
34	Victoria Ward	Extremely Likely		Been treated well.			Male	over 65	White British	
35	Victoria Ward	Extremely Likely		Staff are very good and attentive.			Female	over 65	White British	
36	Victoria Ward	Extremely Likely		Have been well looked after.			Female	over 65	White British	

37	Victoria Ward	Extremely Likely		They are good, very good - amazing people doing a very difficult job.		I cannot think of anything at all at the moment. My care has been spot on.	Male	over 65	White British	
38	Victoria Ward	Extremely Likely		Very well run by caring, dedicated people. The staff most certainly listen to every word and answer accordingly.		No, I cannot think of anything to be honest. I have already said about the wonderful staff for their care. I would also like to comment on the cleanliness of the ward and the food (well-cooked and presented).	Male	over 65	White British	
39	Victoria Ward	Extremely Likely		Care, compassion, total dedication - just great people. With my health problem it would have been easy no doubt to isolate me. However, that has not happened at all on Victoria Ward.		More pay for these very hard hardworking nurses and Sodexo staff. The doctors and consultants are also incredible.	Male	46-55	White British	
40	Victoria Ward	Extremely Likely					Female	over 65	White British	Do not publish
41	Victoria Ward	Extremely Likely		I cannot thank any of the staff enough for the care and kindness shown to me at all times. Nothing is too much trouble to any of these hardworking people.		Not really. As I said earlier, the care is excellent. The food is good. Always so clean. I just have 100% respect for all of the staff. Not only this ward, but the paramedics and A&E.	Female	over 65	White British	
42	Victoria Ward	Likely		The medical staff, both nurses and doctors, work as a care team in all aspects and it is outstanding. The		An improvement in the menu choices.	Female	46-55	White British	

				support staff keep the ward clean and hygienic. There are disabled facilities for frail / disabled patients as well as offering care with washing. I appreciate everything the staff have done for me as they have got me back on my feet. The staff deserve more than they get. The food is ok.						
43	Victoria Ward	Likely		They do a good job in the caring, although the procedure I came in for has not happened within the last 4 days. The food is adequate and fulfilling but does not match freshly-cooked food in a hospital kitchen.		A more joined-up approach is required in the organisation of procedures and care.	Male	over 65	White British	
44	Victoria Ward	Likely		Understaffed at times, particularly at night.		The ward is very good but more investment needed - money wasted by government on other projects which should not be prioritised.	Female	over 65	White British	
45	Victoria Ward	Likely		Decor uninspiring. There is nothing to look at e.g. murals.		Better management of staff holidays - too many absent at the same time.	Female	over 65	White British	