

## Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Oct-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		Everyone is very friendly.		Happy as it is.	Female	over 65	White British	
2	ASU Orthopaedics	Extremely Likely		The care is very good.		No - good as it is.	Female	over 65	White British	
3	ASU Orthopaedics	Extremely Likely		The nurses are all so kind.		The food could be improved - more seasoning needed.	Female	over 65	White British	
4	ASU Orthopaedics	Extremely Likely		The staff are very busy but very kind.		More staff at times but no complaints.	Female	over 65	White British	
5	ASU Orthopaedics	Extremely Likely		Excellent service - a nice, homely place.		Very happy the way it is.	Female	over 65	White British	
6	ASU Orthopaedics	Extremely Likely		Cannot be faulted.		Very good as it is.	Female	over 65	White British	
7	ASU Orthopaedics	Extremely Likely		Thorough, caring and professional.		Very good as it is.	Female	46-55	White British	
8	ASU Orthopaedics	Extremely Likely		Staff communication has been good all			Female	over 65	White British	

				round from both nurses and doctors.						
9	ASU Orthopaedics	Extremely Likely		The care the staff has shown has been exceptional.			Female	over 65	White British	
10	ASU Orthopaedics	Extremely Likely		The staff are polite and understanding.			Female	56-65	White British	
11	ASU Orthopaedics	Extremely Likely		A very busy ward. There should be more staff.			Female	over 65	White British	
12	ASU Orthopaedics	Extremely Likely		Very helpful and friendly staff.			Male	over 65	White British	
13	ASU Orthopaedics	Extremely Likely		The staff work so hard to care for us.		Extra staff would be good.	Female	over 65	White British	
14	ASU Orthopaedics	Extremely Likely		Staff rushed but always helpful. More staff needed.		All good.	Female	over 65	White British	
15	ASU Orthopaedics	Extremely Likely		The staff have looked after me well in difficult circumstances.		All good.	Female	over 65	White British	
16	ASU Orthopaedics	Extremely Likely		The staff are very, very good.		All good. No complaints.	Male	over 65	White British	
17	ASU Orthopaedics	Extremely Likely		I always have good service at this hospital.		The TV is a rip-off.	Male	over 65	White British	
18	ASU Orthopaedics	Likely		Response is a little slow at times.		No - good as it is.	Female	over 65	White British	
1	Capener Ward	Extremely Likely		I have been very well looked after while I have been here. [Name withheld].			Female	Over 65	White British	
2	Capener Ward	Extremely Likely		Basically, 10 out of 10. The staff are very good in the way they care for us - even when giving blood, they are great.		Not really. I have been looked after, kept clean and tidy and well fed.	Male	over 65	White British	

3	Capener Ward	Extremely Likely		I just personally cannot fault it.		The hospital and NHS in general have been marvellous during my illness. The staff on this ward are all hardworking, kind and caring.	Female	over 65	White British	
4	Capener Ward	Extremely Likely		Everyone is so kind.		Satisfied with it as it is.	Male	over 65	White British	
5	Capener Ward	Extremely Likely		The staff are wonderful.		Very good as it is.	Male	over 65	White British	
6	Capener Ward	Extremely Likely		All the staff are so good.		Satisfied with it as is.	Female	over 65	White British	
7	Capener Ward	Extremely Likely		The staff.		Can feel overpowered by doctors who attend with a large group - better people skills.	Male	over 65	White British	
8	Capener Ward	Extremely Likely		The friendliness and helpfulness of the staff.		Satisfied as it is.	Female	over 65	White British	
9	Capener Ward	Extremely Likely		The care has been excellent.		The staff could not work harder. They are all so helpful.	Female	over 65	White British	
10	Capener Ward	Extremely Likely		Dedication and service given by the staff.		It does not need to be improved.	Male	36-45	White British	
11	Capener Ward	Extremely Likely		The staff are all excellent. They have time for you.		Very good as it is.	Male	over 65	White British	
12	Capener Ward	Extremely Likely		I cannot grumble at all, spoiling me and the other patients in the best way they possibly can.		Nothing really. Nothing is too much trouble to any of the staff. Plus, I am coeliac and have to have a special diet which has been of no trouble to the hospital. The young apprentice nurses deserve a vote of thanks as well - very kind and hardworking. Plus, the	Female	over 65	White British	

						lovely, smiley Sodexo staff. 24 hours a day non-stop quality and professional care. I so appreciate what they do.				
13	Capener Ward	Extremely Likely		Gone midnight on arrival and made very welcome. My word, the staff work hard, always helpful all of the time.		I am suffering from a number of problems and therefore have to have a special low potassium diet. I find the type of food on that diet here virtually inedible. I would like to speak to the dietician about it if possible before I go home or for the dietary department to contact Exeter Hospital, finding out from them how to put the food together and present it. I must point out that this is not a complaint but a criticism. Please contact Exeter Hospital for obtaining the food for future patients on a low potassium diet.	Male	over 65	White British	
14	Capener Ward	Extremely Likely		Absolutely 1st class treatment. All of the staff giving of their best at all times.		No. As a local lady, I have always been proud of our hospital. Where would we be without it and the wonderful staff that work here?	Female	over 65	White British	
15	Capener Ward	Extremely Likely		Only arrived last night on Capener, but made very welcome by the kind staff. I do not know where they get		Not really - well nothing I can think of. I really think the hospital are doing their best.	Female	over 65	White British	

				their energy from.						
16	Capener Ward	Extremely Likely		I can truthfully say that the ward and all the staff are fantastic. 100% total kindness and professional care. Dedication I think the word is.		Only to get more staff to help out - the staff just never ever stop. I am hoping to go home today, but I was told that yesterday and I am still here waiting.	Female	over 65	White British	
17	Capener Ward	Extremely Likely		Very good. No complaints. The food is good. Clean. Lovely nurses - they are so supportive and kind.		Nothing that comes to mind. Very hardworking people - amazing how they manage to keep going.	Male	over 65	White British	
18	Capener Ward	Extremely Likely		It is the nurses - they just never ever stop. The food is good. The ward is clean. What more can you ask for?		Difficult to answer - nothing I can think of.	Male	over 65	White British	
19	Capener Ward	Extremely Likely		Marvellous. As a retired nurse, I can fully appreciate the good work they are doing. Spotlessly clean.		Nothing I can think of. So clean. The food is more than adequate. The care is way above my expectation. So all good, thank you.	Female	over 65	White British	
20	Capener Ward	Extremely Likely		Very well looked after in every way. Just amazing people.		No, honestly, it has been a wonderful experience. Lovely, dedicated staff.	Female	over 65	White British	
21	Capener Ward	Extremely Likely		In my mind, as far as I am concerned, they are doing a top job. They have not left a stone unturned. Everyone has just been so kind.		No, I haven't. It has all been excellent. Such dedicated, charming and professional staff. The food is excellent, as is the cleanliness.	Female	over 65	White British	
22	Capener Ward	Likely		Although not everybody likes to be in hospital, I received			Female	Over 65	White British	

				good care. Staff on the ward try to do their best but it can be chaotic, especially during the night.						
23	Capener Ward	Likely		In the circumstances, and the backing that is provided, I think the staff are doing a great job.		Just the waiting really for test results. I hope I am not sent home before they can find the problem but, as you are asking about this ward, I think they are doing their best.	Male	over 65	White British	
24	Capener Ward	Unlikely		To be honest, my care has been variable. Some of the staff are very good indeed and I feel they carry the lesser ones through.		Doing a job of work I could never even contemplate doing. I am amazed at some of them, but still feel there are a few that hang back and watch the hard workers getting on with it. The food is more than good. The ward is very clean.	Male	over 65	White British	
25	Capener Ward	Not entered		Wonderful care. Always around when needed. Can't fault in any way.			Female	Over 65	White British	
1	Caroline Thorpe Ward	Extremely Likely		As soon as I arrived on the ward the staff welcomed me and were very kind. They made me feel very comfortable. The beds are lovely.		Arrived at the hospital during the night. Unfortunately, in A&E there was nowhere I could get change to use the vending machine. The staff were brilliant and made me some toast. So, I wonder if a change machine might be an idea for the future? But	Female	Under 16	White British	

						everything else has been really good, both for mum and myself.				
2	Caroline Thorpe Ward	Extremely Likely		So impressed by the way the doctors and nurses have involved my son, as well as me, when talking about future tests etc. It's so nice to involve the children like that.		Our care and the way we have been treated on Caroline Thorpe Ward has been 1st class. So kind and supportive, always being kept informed whatever is going on. A&E was full-on last night. It is a shame there is not a way for children to be fast-tracked. I am sure the care was prioritised but it just seemed ages waiting to see a doctor when my child was in so much pain and crying etc.	Male	Under 16	White British	
3	Caroline Thorpe Ward	Extremely Likely		All of the staff have been very welcoming, kind and caring. Arrived during the night and both myself and our daughter were soon all sorted bed-wise etc.		Nothing at all. Everything has been at least as expected at the hospital and on the ward. Thank you.	Female	Under 16	White British	
4	Caroline Thorpe Ward	Extremely Likely		Really nice. Made very welcome. Made me and my mum very comfortable, and a bed for mum next to me which was nice.		Our daughter came to the ward via the local doctor and A&E - all happened very quickly. It was not until a number of hours later that I realised I had not been offered any food and something to drink to keep me alert. However, I do realise that our	Female	Under 16	White British	

						daughter's care comes first - so fully understand what happened. One thing to point out is that the nurses came to see us mid-evening stating they had no idea what was wrong with our daughter. We pointed out to them that our daughter's problem had been diagnosed. Apparently, the nursing staff had not been told by the doctors - just a pointer regarding communication.				
5	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	[Name withheld] has been lovely and very attentive. Thanks.	[Name withheld] really liked [name withheld] and [name withheld] was lovely as well.	Slight conflicting diagnosis when we first came. Really appreciated consultant [name withheld] having a private chat with myself.	Female	9-11	White British	
6	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff were brilliant, very attentive and explained everything fully.	Staff & facilities.	Nothing.	Female	Under 6	White British	
7	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My son was in due to breathing difficulties. The nurses, doctors & consultants was very thorough, kind & supportive.	The care my son received, time & patience. Also, very helpful & explained everything very well.	Nothing. 10 out of 10. Very good ward.	Male	Under 6	White British	
8	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	Other ethnic group	
9	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very clean & tidy and very kind and caring staff.	Promptness and very accommodating.	N/A.	Male	Under 6	White British	

10	Caroline Thorpe Ward	Yes	Patient	So kind, caring, always happy to help.	Having such kind, caring staff.	Nothing.		6-8	White British	
11	Caroline Thorpe Ward	Yes	Patient	You're all lovely and very thorough. Thank you very much.		Nothing.	Male	12-15	White British	
12	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful & and accommodating, friendly staff.	[Name withheld] was well looked after.			Under 6	White British	
13	Caroline Thorpe Ward	Yes	Not entered	Very helpful and made it good for my daughter and gave her food etc. and didn't keep waiting in A&E for long either as very busy.			Female	Under 6	White British	
14	Caroline Thorpe Ward	Yes	Patient	The staff are kind and the food was nice and everyone was very attentive.	I was kept in the know of everything that was going on and everyone were very chatty and cared a lot.	Nothing.	Female	16-18	White British	
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very happy staff kept me and my very informed.	Very helpful and friendly.			9-11	White British	
16	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lots of care to the patient and plenty of consideration given to parent too. Helpful, caring and nothing a problem - it put us both at ease. Thank you.	The level of care. The school frog that came around.		Female	6-8	White British	
17	Caroline Thorpe Ward	Yes	Patient	All the staff are really nice and they help you when you need it.	The staff were there to help when you needed it.	More parent liaison. Was on ward for hours and not asked if I'd eaten or drank anything. Nothing was offered or told where I	Female	12-15	White British	

						could get food or drink.				
18	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind, friendly staff. Caring doctors & nurses. Reassuring information & care given.	Care given.	Nothing.	Female	Under 6	White British	
19	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very polite, straightforward and friendly. Made us all feel very welcome and assured.				Under 6	White British	
20	Caroline Thorpe Ward	Yes	Patient	The staff are very nice and understanding. The ward has a lot of things to do so I am not bored.	The beds are very comfy and staff very nice.	Maybe have some books / films for older children?	Female	12-15	White British	
21	Caroline Thorpe Ward	Yes	Not entered	Very happy with all the staff on the unit. Very helpful doctors & nurses. Definitely a credit to the NHS. Everyone should be like those guys. Thank you.	Everything, we felt cared for.	Nothing.		Under 6	White British	
22	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely, caring nurses & doctors. Soon got well after 3 days. Playroom was great.	Always informed. Staff were open to questions & concerns. Wonderful people.	Nothing! Thank you.	Male	9-11	White British	
23	Caroline Thorpe Ward	Yes	Not entered	All the nurses and doctors were so attentive, reassuring and competent.	Knowing we were in safe hands.	Having private rooms, not being moved. Aware this is not within control of staff.	Female	Under 6	White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really helpful - explained everything which made me feel at ease.	Nurses and doctors not only [illegible] him but made me feel less [illegible].	Nothing.	Female	Under 6	White British	

25	Caroline Thorpe Ward	Yes	Not entered	Great staff, was very helpful. Was great with my younger sister. Thank you for looking after [name withheld]. Lovely people.	Comfortable, caring & very kind staff. Very supportive.	Just keep doing the same job.	Female	12-15	White British	
26	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Extremely care staff and made us feel very safe and cared for!!	Nursing care and doctor's explanation and care has been exemplary.	None. Keep up the great work!	Female	Under 6	Asian / Asian British	
27	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Super helpful and friendly. Staff really attentive.	Everything.	Nothing.	Female		White British	
28	Caroline Thorpe Ward	Yes	Patient	Amazing playroom, friendly staff, very clean, warm and welcoming.			Female	12-15	White British	
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff. Good explanations of everything. Good food which my son enjoyed. Help given as needed. Enough to keep him amused!	Good food. Friendly, helpful staff.	Didn't sleep much but you couldn't have done anything differently?	Male	12-15	White British	
30	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because everyone was so kind & caring. Really put our 2yr old at ease.	The staff were fantastic.		Male	Under 6	White British	
31	Caroline Thorpe Ward	Yes	Patient	Outstanding care. Efficient/professional. Clean.	See overleaf.	N/A.	Female		White British	
32	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, kind staff who went out of their way to make us feel happy & relaxed.						
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic staff, really well looked after.	Staff.	Nothing.	Male	Under 6	White British	

34	Caroline Thorpe Ward	Yes	Patient	The staff are friendly and happy, especially [names withheld].	Nothing was too much trouble. The staff were welcoming.	Fix the PS4.	Female	12-15	White British	
35	Caroline Thorpe Ward	Yes	Patient	Because we were made to feel comfortable from when we arrived.	Staff were very friendly and always kept us informed about what was happening. Thank you!	Nothing.	Female		White British	
36	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The ward is very clean and tidy. There is a lovely playroom for children. The staff are all very helpful and attentive. The facilities are very good, especially the milk kitchen and the parents room for making tea and coffee.	The nurses were very kind, upbeat and helpful. The doctors were very informative.	The toilet paper in the shower room ran out on a couple of occasions, so perhaps the facilities should be checked more frequently.	Male	Under 6	White British	
37	Caroline Thorpe Ward	Yes	Not entered	I think they are really nice and helpful with families.	All the help they gave my little boy get better.	You done all you can to help us. Thank you.	Female	16-18	White British	
38	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent level of care. Professionalism of all the staff. Very knowledgeable, yet also personable. Explained illness & treatment plan very clearly.	The care and attention they gave my son was [illegible]. They took time to explain everything to me, which I really appreciated. I have been in hospital just shy of a month and it was nice to have a general chit chat too. They have all been	Nothing at all. You have all been fantastic. Thank you for helping at our time of need.	Male	Under 6	White British	

					phenomenal.					
39	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The nurse looking after my child was brilliant, kind & attentive.		Prior to coming for nut challenge, a leaflet and more of an explanation would be very helpful.	Male	Under 6	White British	
40	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff have been excellent, understanding and treated my child fantastically.			Male	Under 6	White British	
41	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff, really helpful. Lots of toys, games to keep my son happy & entertained!	Able to ask questions. Reassuring staff.	Nothing!	Male	Under 6	White British	
42	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are all very friendly, helpful and attentive. The ward itself is bright and clean. The playroom is great!	The quality of care from staff.	Nothing!	Female	Under 6	White British	
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Great staff - really listened to our concerns with our daughter.	Everything.	Nothing.	Female	Under 6	White British	
44	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Attentive, friendly and efficient.				Under 6	White British	
45	Caroline Thorpe Ward	Yes	Not entered	Lovely staff and couldn't be more helpful & caring. Did anything to make my daughter feel comfortable.	Great playroom & stimulation for the kids.	Nothing.		Under 6	White British	
46	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Whenever one of my children get sent to Caroline Thorpe they always cared for	The staff and their attitude towards their work and towards the care					

				exceptionally by the incredible staff. As a parent, I am listened to which is just what a parent of a poorly child needs.	they give.					
47	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff are really friendly & helpful. They really helped calm [name withheld] when he was getting stressed out.	[Name withheld] was really looked after well.	Nothing.	Male	Under 6	White British	
48	Caroline Thorpe Ward	Yes	Patient	Because they really look after you and are very funny.	That I was able to leave by 4pm.	Nothing, you have been excellent.	Female	12-15	White British	
49	Caroline Thorpe Ward	Yes	Patient	I felt well looked after, all staff very friendly.			Male	16-18	White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because of the staff & the happy environment.	The staff & playroom.	Nothing.	Male	Under 6	White British	
51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff on the ward were all friendly & helpful. They were professional in wanting the best care for my son.	Everyone friendly, helpful and made to feel welcome during time here. The NDDH operates a well-organised team.	1st class ward.	Male	12-15	White British	
52	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, helpful staff.	The doctors & nurses.	Nothing.		Under 6	White British	
53	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Welcoming & friendly staff who took the time to explain & sit with my daughter in a scary time.	Staff - not too busy to help. Clean ward.		Female	6-8	White British	
54	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nurses & Drs are all lovely & helpful & informative.	Friendly & patient nurses.		Female	6-8	White British	

55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent facilities and very friendly and professional staff.	Great children's playroom.	Better variety on nut-free menu. More visual warning of patient nut allergy as we were given a menu not suitable. Perhaps a red wrist tag or note above bed?	Male	6-8	White British	
56	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because I am so happy for the staff treated and doctor is very, very nice and most important thing is no waiting time for the child.	I am very happy and comfortable. Staff is very helpful.	My child is much, much better now and hospital service is very good. 100% (Blessed for staff and doctors).	Male	Under 6	Asian / Asian British	
57	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful and friendly staff, really reassured our son.	How well we was looked after.		Male	6-8	White British	
58	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Professional, happy and caring staff.	Made to feel very welcome.	Blood results wait. (Can't be helped I know).	Male	Under 6	White British	
59	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff were very friendly & polite. The ward manager took the time to explain things to us that we weren't sure about. Overall, my visit was very pleasant.	The staff were very friendly. [Name withheld] was lovely & made sure all my needs were met.	I had to wait a while to be seen when on the ward but other than this everything was great!	Female	16-18	White British	
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	It's always friendly and everyone makes you feel at ease. I found it very nice being able to go to the nurses' station at 5am and asking for some milk.	He got better.	It's not the ward itself but you used to be able to get meals for parents and it's kinda hard having to leave them to go to the café which is quite far away.	Male	Under 6	White British	
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Caring, efficient staff.	Everything.	Nothing.	Female	12-15	White British	

62	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff - good eye contact and actually listened to what I was saying - not neurotic mother! Consultant - friendly, chatty and helpful. Thank you for referral and putting my mind at rest.	Quick and informative. No waiting around for hours.	Nothing.	Male	Under 6	White British	
63	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	Mixed / Multiple ethnic groups	Do not publish
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Really friendly and helpful staff. Nice and clean.	The helpful staff.	Nothing.	Male	Under 6	White British	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We both felt very welcome and well looked after during our stay.	Informative, warm, welcoming nurses and the food!	Nothing.	Male	12-15	White British	
66	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Firstly, I would like to thank the nurses and doctors for helping my daughter. Without help, she wouldn't have got better. Well done guys - you are amazing people.	Everything!	Absolutely nothing. You guys done an amazing thing.	Female	Under 6	White British	
67	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Drs & nurses very thorough. They explained everything very clearly.						
68	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Every member of staff that we met were friendly, helpful & the nurses & doctors took	Everything! (apart from our child being unwell).	Nothing!	Female	Under 6	White British	

				time to explain what was happening & to answer any questions. Such a relaxed & friendly environment which makes a difficult time easier to bear.						
69	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	Do not publish
70	Caroline Thorpe Ward	Maybe	Patient	Most nurses are really lovely but some are very awkward to be around and some do not consider at night when you are trying to sleep when talking to other staff or patients.	Most nurses are really lovely and take your needs and wants into consideration and are very understanding. The nurses made a horrible hospital stay bearable even though hospital isn't the nicest place.	Once you have finished in the room at night, shut the door! Be more considerate when others are trying to sleep. Some nurses are very awkward to be around. Please shut the curtain when you are done.	Female	16-18	White British	
71	Caroline Thorpe Ward	Maybe	Parent/ Guardian/ Carer	When we came in with [name withheld] last Monday we had a very different experience. Staff couldn't find a potty at all. Doctor took half an hour to find stethoscope! We were given no advice on how best to get a urine sample! This time was the complete opposite. So thank you!	This time the staff were wonderfully friendly and I felt confident she was in the best care. They not only reassured her but me also.	More update on her progress to reassure the parent but, otherwise, the staff have been wonderful!	Female	Under 6	White British	
72	Caroline	Maybe	Patient				Female	12-15	White	Do not publish

	Thorpe Ward								British	
73	Caroline Thorpe Ward	Not entered	Parent/ Guardian/ Carer		Staff.	Nothing.	Male	6-8	White British	
74	Caroline Thorpe Ward	Not entered	Not entered	Efficient & thorough.	How we were cared for & looked after.	A meal to be included with child's menu choice for parent / guardian / carer.				
75	Caroline Thorpe Ward	Not entered	Patient	Because the nurses give you nice things and you get to make stuff.	Making penguins with [name withheld].	Play outside.	Female	6-8	White British	
76	Caroline Thorpe Ward	Not entered	Parent/ Guardian/ Carer	'Yes' (care). I cannot fault the nursing team on the ward that have cared for my son during his stay and visits. 'Don't know' (communication). However, the errors in communication that have occurred during this time have left me feeling concerned for future patients and, if I'm being honest, let down.	The nurses have been extremely friendly, kind, helpful and accommodating. Nothing has been too much trouble for them. Myself and my son felt very well looked after and cared for. [Name withheld] especially has been very caring and reassuring.	Unfortunately, the breakdown in communication has had a negative effect on our experience with the ward. Miscommunication between the ward and the district nurse team caused a lot of extra worry, stress and uncertainty into an already very stressful situation.	Male	Under 6	White British	
1	Fortescue Ward	Extremely Likely		The kind, caring, cheerful attitude of all the lovely staff.			Female	Over 65	White British	
2	Fortescue Ward	Extremely Likely		Not a complaint in me. The staff are wonderful, so kind and helpful, very busy all the time.		Not really. I am being very well looked after. The ward is nice and bright, and so clean. The food is more than acceptable. I guess it is difficult to provide different food all of the time.	Female	over 65	White British	

3	Fortescue Ward	Extremely Likely		The food is good.		This is a very difficult question. I feel the doctors do not understand my problem. I am hoping to go home soon. The nurses are very kind, understanding and really do try to help me.	Male	56-65	White British	
4	Fortescue Ward	Extremely Likely		Going home today actually, but I have been extremely well looked after by all of the staff. Thank you.		When I first arrived on the ward I thought it was like being back in the army - very regimental, but I guess it has to be. But, as time has gone on, I have got well into the swing of things. I think the cost of the TV is terrible, especially when at home we can all get Freeview. I have found the food more than acceptable. Also, the ward is kept very clean. Some of the patients are hard work. All in all, a very good job being done.	Male	over 65	White British	
5	Fortescue Ward	Extremely Likely		The staff are very thorough, kind and caring. They are absolutely brilliant - absolute lifesavers. Every single one of them is so determined to get you well and back on your feet.		I suppose there are always silly little things I could pick up on. What I have noticed are the number of patients with dementia and the wonderful way in which the staff deal with these poor people. What would we do without these fabulous staff?	Female	over 65	White British	
6	Fortescue Ward	Extremely Likely		All staff are so kind and caring, nothing is too			Female	over 65	White British	

				much trouble.						
7	Fortescue Ward	Extremely Likely		Very kind and helpful, hardworking staff.			Female	over 65	White British	
8	Fortescue Ward	Extremely Likely		The cleanliness is excellent. The staff have been very attentive.			Female	over 65	White British	
9	Fortescue Ward	Extremely Likely		The staff have been very attentive, especially the Sodexo staff.			Female	over 65	White British	
10	Fortescue Ward	Extremely Likely		Wonderful young people taking good care of us. They are lovely.		The food is very acceptable. The ward is so clean. Very impressed by everything.	Female	over 65	White British	
11	Fortescue Ward	Extremely Likely		The staff keep me so clean and tidy. They do my hair for me as well.		I don't think so.	Female	over 65	White British	
12	Fortescue Ward	Extremely Likely		Looked after very well indeed, always answer the buzzer asap. The doctors, physios and nurses are just so kind and informative. The ward is spotless at all times. Very hardworking - they could do with a little more staff by the look of it.		I don't think so. The staff are just wonderful. I fully respect what these staff do.	Female	over 65	White British	
13	Fortescue Ward	Extremely Likely		The staff are wonderful, every one of them, just so kind and caring.		The staff are very overstretched. My word, they do not stop. I really do feel for them, surely giving far more than is expected of them. So clean, plus the food is	Female	over 65	White British	

						more than acceptable. All of the staff are angels.				
14	Fortescue Ward	Extremely Likely		I just cannot really say enough about these people. My husband passed away on this ward a few days ago and the ward manager and staff have been truly amazing with their very sincere kindness. What more can I say? Fabulous people, showing just so much respect to me, not just to me, but the respect shown on the passing of my husband. The Chaplaincy as well - my heart is heavy with kindness and thanks.		Nothing, absolutely nothing at all. Just my thanks to a very caring and professional team. Bless you all.	Female	over 65	White British	
15	Fortescue Ward	Extremely Likely		All of the staff are wonderful in their care and support. Nothing is too much trouble. Very busy - understaffed I imagine.		I don't think so. Everyone is just so kind.	Female	over 65	White British	
16	Fortescue Ward	Extremely Likely		Very well treated by busy staff.			Female	over 65	White British	
17	Fortescue Ward	Extremely Likely		Well looked after by pleasant staff.			Male	over 65	White British	
18	Fortescue Ward	Extremely Likely		Staff are very pleasant and helpful.			Male	over 65	White British	
19	Fortescue Ward	Likely					Male	over 65	White British	Do not publish
20	Fortescue	Neither					Male	over 65	White	Do not publish

	Ward	Likely nor Unlikely							British		
21	Fortescue Ward	Don't Know						Male	56-65	White British	Do not publish
1	Glossop Ward	Extremely Likely		Staff have been great.		Bigger / better food (aware this is Sodexo).	Male	26-35	White British		
2	Glossop Ward	Extremely Likely		Brilliant staff. Good food. Helpful in all aspects, medical & social.		Doctors to speak better English (non-racist remark).		56-65	White British		
3	Glossop Ward	Extremely Likely		It was very good and the nurses and staff were very obliging and nothing was too much trouble for them.			Female	36-45	White British		
4	Glossop Ward	Extremely Likely		5-star treatment. 5-star staff. Professional, polite and nothing too much trouble.		Speed up the TTAs (pharmacy procedure).	Male	46-55	White British		
5	Glossop Ward	Extremely Likely		All staff that have come in contact with have been nothing but friendly and extremely helpful, from cleaners to porters, to nurse and doctors.		N/A.	Female	46-55	White British		
6	Glossop Ward	Extremely Likely		The staff were very nice, explained what was happening and next step. I felt as relaxed as could be.		N/A.	Female	56-65	White British		
7	Glossop Ward	Extremely Likely		I have only been here a short time. I have found the staff very helpful and cheerful. Everything has been explained to me and			Male	Over 65	White British		

				made me relaxed.						
8	Glossop Ward	Extremely Likely		The doctors & staff have all been at pains to put me at ease & inform me of what is going on. The reassurance to all persons is of great comfort & I cannot thank you all enough!!!		Silence the fans outside of the windows. They are very noisy in the silence of the night.	Male	56-65	White British	
9	Glossop Ward	Extremely Likely		Very caring staff comfortable stay.		None.	Female		White British	
10	Glossop Ward	Extremely Likely		Nurses and doctors very kind and understanding and answer everything I asked.						
11	Glossop Ward	Extremely Likely		Can't fault it.		No.	Female	56-65	White British	
12	Glossop Ward	Extremely Likely		The staff are very helpful.		No, I haven't. It's good as it is.	Female	Over 65	White British	
13	Glossop Ward	Extremely Likely		All the staff are friendly and provide good care. Friendly and helpful. Give you time, rather than rushing you and look out for your safety. Always explain what is going on with your health.		Update wipe boards in room to know your nurse. You really need to look into the Hospedia service. TV only worked for 2 days, takes over a week for [illegible].	Female	16-25	White British	
14	Glossop Ward	Extremely Likely		Everybody cares and has a person-centred approach. Kind, friendly, brilliant nurses & HCA.		No - to ward. A&E didn't listen and said my pain was made up! Gave me only relief after 4 hours.	Female	26-35	Asian / Asian British	
15	Glossop Ward	Extremely Likely		All the staff were of the highest quality,			Female	Over 65	White British	

				unfailingly kind, caring and attentive under sometimes difficult conditions and our staff nurse never stopped working. Hoping (for the best reason) my family won't be needing similar, but they couldn't do better.						
16	Glossop Ward	Extremely Likely		The ward dealt with two problems at once for me. Interactions were good. A caring environment at all levels of staff.		Perhaps explain why you cannot amend previous scripts, even though patient has clear agreement with GP prior to admission.	Male	Over 65	White British	
17	Glossop Ward	Extremely Likely		I have been given 1st class treatment by caring staff.			Male	Over 65	White British	
18	Glossop Ward	Extremely Likely		Very professional and friendly care provided by all the staff.			Male	56-65	White British	
19	Glossop Ward	Extremely Likely		The staff could not have been more considerate or attentive, in every way.			Female	Over 65	White British	
20	Glossop Ward	Extremely Likely		Staff's good. Food's good. Nothing else to worry about!!		I was a planned admission & had to wait for a bed!!	Male	Over 65	White British	
21	Glossop Ward	Extremely Likely		Staff and doctors extremely efficient and friendly. Worth their weight in gold.						
22	Glossop Ward	Extremely Likely		We were kept informed of every aspect of my husband's		Just keep doing what you do. Outstanding.	Female	56-65	White British	

				care. The staff were extremely kind & caring and courteous and always professional.						
23	Glossop Ward	Extremely Likely		My stay has been very good in terms of care and treatment.			Male	Over 65	White British	
24	Glossop Ward	Extremely Likely		All ward staff have gone above and beyond. Nothing is too much trouble. The care has been superb.		The only issue I have encountered was the way my meds were messed around and written wrong despite a copy of repeat prescriptions. Wrong dozes & times.	Male	46-55	White British	
25	Glossop Ward	Extremely Likely		All the staff have been so good.			Female	Over 65	White British	
26	Glossop Ward	Extremely Likely		I received very good and comprehensive care whilst here.		Much better bathroom facilities would be appreciated by male patients.	Male	Over 65	White British	
27	Glossop Ward	Extremely Likely		Good nurses, good doctors, good service, well looked after. x			Male	Over 65	White British	
28	Glossop Ward	Extremely Likely		They saved my life. They need more staff to help people like myself.		All ok with treatment. You need to stop putting your nurses under so much strain. Get more staff.	Female	56-65	White British	
29	Glossop Ward	Extremely Likely		All staff are so helpful and understanding and do a great job. Keep it up staff xxx. The care and support from all was great!		No, do as they do. Love to all the staff of NDDH.	Male	26-35	White British	
30	Glossop Ward	Extremely Likely		Very nice stay I was very poorly when I came in and I am			Male	Over 65	White British	

				feeling much recovered, thank you. Also in MAU first day.						
31	Glossop Ward	Extremely Likely		The staff are all very professional & knowledgeable but equally have a sense of humour and can engage with everyone positively. A truly wonderful team of people. Thank you.			Male	36-45	White British	
32	Glossop Ward	Extremely Likely		Attention by staff.		Time it takes to get discharged.	Male	56-65	White British	
33	Glossop Ward	Extremely Likely		Staff fantastic. Felt safe and at ease. Well cared for. Couldn't do enough for you. Fantastic team!		More male toilets.	Male	36-45	White British	
34	Glossop Ward	Extremely Likely		Excellent care & attention.			Female	Over 65	White British	
35	Glossop Ward	Extremely Likely		Super care & friendliness.		Already very good.	Male	Over 65	White British	
36	Glossop Ward	Extremely Likely		Everyone has been so kind & caring. Thank doctors, nurses & all who saw to me. Thank you.						
37	Glossop Ward	Extremely Likely		Well looked after.		Medications to be available in more timely manner. Told Rxs would be ready for discharge after lunch! as discussed on previous day. Now 15.15, still sat here!! 16.30, 16.45, 17.00, 17.15, 17.30, finally left at 17.55.	Male	Over 65	White British	

						Ward [illegible] said being dispensed at 16.00??				
38	Glossop Ward	Extremely Likely		All your team are so caring happy and full of kindness. It has been like a 5-star hotel. Thank you. [Name withheld]. x			Female	Over 65	White British	
39	Glossop Ward	Extremely Likely		For the excellent service.				Over 65	White British	
40	Glossop Ward	Extremely Likely		From arrival at this hospital, all the staff have been very friendly and helpful. The wards have been supportive and every effort was made to support me. Well done and thanks.		You have a good hospital and your support has been wonderful.	Male	Over 65	White British	
41	Glossop Ward	Extremely Likely		I have had extremely good care when I needed it and all I can say is thank God for Glossop Ward and its wonderful staff. Also, MAU and its staff.		There is nothing wrong with the service, just the amount of plastic that is thrown away (pity pill pots can't be reused).	Female	56-65	White British	
42	Glossop Ward	Extremely Likely		All the staff here great, couldn't do enough for me. Bell was answered quickly and politely. Whenever I had a query, it was always answered. Staff very friendly and professional throughout. Be proud of staff and doctors on Glossop Ward - they're		Food could be better standard. Had dreadful J.P. that looked like it was 2 days old reheated.	Female	46-55	White British	

				amazing. x						
43	Glossop Ward	Extremely Likely		Everyone is so kind and understanding.			Female	over 65	White British	
44	Glossop Ward	Extremely Likely		Everyone has been kind and attentive.			Female	over 65	White British	
45	Glossop Ward	Extremely Likely		Staff have been very good and understanding.			Female	56-65	White British	
46	Glossop Ward	Extremely Likely		The staff have been brilliant and very understanding.			Female	over 65	White British	
47	Glossop Ward	Extremely Likely		Well run by the staff.			Male	over 65	White British	
48	Glossop Ward	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
49	Glossop Ward	Extremely Likely		The staff are caring, helpful and willing to go the extra mile.			Male	16-25	White British	
50	Glossop Ward	Extremely Likely		The staff are friendly and helpful.			Male	over 65	White British	
51	Glossop Ward	Extremely Likely		Very dedicated medical staff. Also, the non-medical staff have been excellent.			Male	over 65	White British	
52	Glossop Ward	Extremely Likely		All the staff have been very good.		Better communications between doctors and consultants in the same team.	Female	36-45	White British	
53	Glossop Ward	Extremely Likely		The quality of the nurses and all the other staff is great. All staff are on the ball and quick to respond.		The demeanour of the staff and their approachability is great. The balance between the friendliness and professionalism of the staff is perfect.	Male	46-55	White British	
54	Glossop Ward	Extremely		The staff are full of		The ward is lovely and	Female	over 65	White	

		Likely		kindness and caring. It has been like a five-star hotel!		clean and I can't fault anything at all.			British	
55	Glossop Ward	Likely				My stay has been alright.				
56	Glossop Ward	Likely		Staff here very kind and helpful, except one nurse who was very heavy-handed, no bedside manner and very unprofessional.			Female	16-25	White British	
57	Glossop Ward	Likely		Lovely staff on the ward. Very kind & helpful.			Female	16-25	White British	
58	Glossop Ward	Likely				No ways to improve.				
59	Glossop Ward	Likely				NDDH already achieve standards which cover all aspects of patient care. Thank you so much.	Male	Over 65	White British	
60	Glossop Ward	Likely		Good service. Friendly staff. Clean ward.			Male	Over 65	White British	
61	Glossop Ward	Likely		Lovely, caring staff.			Female	36-45	White British	
62	Glossop Ward	Likely		The staff were very friendly and caring and would do anything to make me comfy and safe.			Female	56-65	White British	
63	Glossop Ward	Likely					Male	Over 65	White British	
64	Glossop Ward	Likely		I've got no complaint.			Female	Over 65	White British	
65	Glossop Ward	Neither Likely nor Unlikely		The nurses were very helpful & kind but just seemed like the doctors wasn't really able to help as the		Better communication as told one thing by A&E doctor then something different from ward doctor and have to explain	Male	36-45	White British	

				main doctor I needed to see was based in Exeter and this wasn't my first admission into hospital but my first visit to this ward.		lots of times even though in all written notes.				
66	Glossop Ward	Neither Likely nor Unlikely		Staff excellent but patients shouting all night long (otherwise, 'Extremely likely').			Female	46-55	White British	
67	Glossop Ward	Not entered		How do you possibly recommend a ward in hospital? It's not the patients choice. But I have had nothing but kindness & efficiency from all staff.		The same old answer. More staff in whole of hospital.	Female	Over 65	White British	
68	Glossop Ward	Not entered		Although the staff are fantastic the process to leave may need to be revised. My husband was told at 10am he could go home. Here we are at 6pm still waiting.		Not Glossop's fault! However, please look into your pharmacy procedure for discharge!	Male			
69	Glossop Ward	Not entered				None.	Male	Over 65	White British	
70	Glossop Ward	Not entered		I have been well looked after all round.			Male	Over 65	White British	
71	Glossop Ward	Not entered		Because you do not likely.				Over 65	White British	
72	Glossop Ward	Not entered		9/10 of the staff proved to be very approachable. All staff appeared professionals.		Patients should be kept informed of the changes to daily routine as a matter or courtesy and to ensure positivity of the NHS experience.	Female	Over 65	White British	

1	King George V Ward	Extremely Likely		Well cared for. 1st class treatment from the staff, especially [names withheld], for their excellent care and cheerfulness. New, modern ward made the stay more bearable.		No - service was excellent.	Female	56-65	White British	
2	King George V Ward	Extremely Likely		Very caring and dedicated staff. Great care.			Female	Over 65	White British	
3	King George V Ward	Extremely Likely		All the staff that come onto this ward or work on this ward have been amazing. Being in hospital away from home & children is horrible but the staff always have a big smile when they walk past.		No.	Female	26-35	White British	
4	King George V Ward	Extremely Likely					Male	over 65	White British	Do not publish
5	King George V Ward	Extremely Likely		Everything has been 100% top quality. Nothing is too much trouble. Everything is explained and the consultants all listen when you speak to them.		Nothing, thank you. I am actually spending my holiday in hospital. However, what a fabulous hospital. Extremely busy staff. A great team of professionals. Food is more than acceptable - always hot etc. Always just so clean.	Male	56-65	White British	
6	King George V Ward	Extremely Likely		Made very welcome and comfortable, thank you.		Nothing, thank you. I came in through A&E. All good as far as I am aware. Everything was excellent	Female	36-45	White British	

						and then straight up onto this ward. All very good.				
7	King George V Ward	Extremely Likely		It has been really good from my admission to the present time. Really well looked after by the staff .		I cannot think of anything. My care has been of the highest standard. The staff are marvellous. All so clean and tidy.	Female	26-35	White British	
8	King George V Ward	Extremely Likely		Excellent. Always so helpful and always chat with you about your needs and care, going the extra mile.		Arrived in A&E and the staff were awaiting my arrival - immediately looked after and from there straight to KGV. Up to this minute, I can only give the highest praise for the care and the way in which I am being looked after. The food is great - I choose to eat a low-fat diet anyway and have not had any issue. I must praise the cleanliness on this ward - absolutely amazing when you consider the number of patients.	Female	56-65	White British	
9	King George V Ward	Extremely Likely		All the staff are responsive and helpful.		Satisfied as it is.	Female	26-35	White British	
10	King George V Ward	Extremely Likely		The staff are lovely and put a smile on your face - make you feel better.		Very content with it as it is.	Female	46-55	White British	
11	King George V Ward	Extremely Likely		The staff are very friendly, listen to you and respond.		The presentation and quality of meals could be improved.	Female	over 65	White British	
12	King George V Ward	Extremely Likely		Friendly and approachable.		It is very good as it is on this ward. On a previous occasion, I had a very bad	Female	36-45	White British	

						experience in A&E with my son who has special needs.				
13	King George V Ward	Extremely Likely		Good staff all round.		More staff would be helpful but I appreciate the problems.	Female	over 65	White British	
14	King George V Ward	Extremely Likely		Skilled professionals - excellent.		Nowhere to put items in the washrooms. The TV is too expensive.	Male	over 65	White British	
15	King George V Ward	Extremely Likely		Good, friendly service.		Fine as it is.	Male	46-55	Asian / Asian British	
16	King George V Ward	Extremely Likely		Everyone is so kind.			Female	over 65	White British	
17	King George V Ward	Extremely Likely		Very efficient, polite and friendly staff.			Male	36-45	White British	
18	King George V Ward	Extremely Likely		Friendly, hardworking staff.			Female	over 65	White British	
19	King George V Ward	Extremely Likely		All the staff have been attentive. The ward is very clean.			Female	over 65	White British	
20	King George V Ward	Extremely Likely		The staff are pleasant and helpful.		All good.	Female	over 65	White British	
21	King George V Ward	Extremely Likely		The care on this ward very good - sorry to leave.		All friendly, helpful staff.	Female	over 65	White British	
22	King George V Ward	Extremely Likely		Everything I have needed has been provided.		My consultant and the nursing staff have been amazing.	Female	26-35	White British	
23	King George V Ward	Extremely Likely		The care and attitude of the staff is very good. They listen to you.		Communication between the cardiologists, surgeons and medical teams needs improving, At times, I have felt in limbo regarding my diagnosis and care - investigations ongoing. The staff on this ward are lovely, very supportive.	Female	over 65	White British	

24	King George V Ward	Extremely Likely		The staff are brilliant. Very peaceful.		Only been in for 24 hours but can find no fault.	Female	26-35	White British	
25	King George V Ward	Extremely Likely		Everyone so kind and helpful. Could not wish for better.		Very happy as it is.	Female	over 65	White British	
26	King George V Ward	Extremely Likely		The staff are very attentive and helpful.		Difficult to find fault.	Female	over 65	White British	
27	King George V Ward	Extremely Likely		The nursing staff are very caring.		Food has been very poor and inadequate - it does not meet the 'five a day'. I have experienced problems with my discharge prescription. It was overlooked (partly due to nurses being overstretched) resulting in me staying in for an extra two days.	Female	46-55	White British	
28	King George V Ward	Extremely Likely		Staff have been very helpful.		The food has been poor. Everything else has been very good.	Male	36-45	White British	
29	King George V Ward	Extremely Likely		The nurses are so dedicated.		Small sachets of shampoo are difficult to open, particularly for the elderly. A&E was most unwelcoming.	Male	56-65	White British	
30	King George V Ward	Extremely Likely		Cleanliness and the staff.		The service is very good as it is.	Male	over 65	White British	
31	King George V Ward	Extremely Likely		Could not have been treated better in the short time I have been on the ward.		Very satisfied as it is.	Male	56-65	White British	
32	King George V Ward	Extremely Likely		The ward is quiet. The nurses are very good.		Very good as it is.	Male	over 65	White British	
33	King George V Ward	Extremely Likely		The staff are all friendly and have time and patience for us all.			Male	56-65	White British	

34	King George V Ward	Extremely Likely		The attention given by all the staff has been excellent.			Female	over 65	White British	
35	King George V Ward	Extremely Likely		Excellent care given by all the staff on the ward.			Female	46-55	White British	
36	King George V Ward	Extremely Likely		I have been well treated by dedicated staff.			Female	16-25	White British	
37	King George V Ward	Extremely Likely		The staff are very friendly and helpful.			Female	over 65	White British	
38	King George V Ward	Extremely Likely		The staff have been brilliant.			Female	26-35	White British	
39	King George V Ward	Extremely Likely		The staff are friendly and helpful. The ward is clean and comfortable.			Male	over 65	White British	
40	King George V Ward	Extremely Likely		The staff are very pleasant and helpful.			Female	over 65	White British	
41	King George V Ward	Extremely Likely		The ward is very clean. All the staff are friendly, cheerful and hardworking.			Female	over 65	White British	
42	King George V Ward	Likely		They do the best they can.		Fine as it is.	Female	over 65	White British	
1	Lundy Ward	Extremely Likely		Care and all aspects of my stay outstanding, I can't praise all concerned enough.			Male	Over 65	White British	
2	Lundy Ward	Extremely Likely		Excellent service. Thank you.				46-55	White British	
3	Lundy Ward	Extremely Likely		Go Lundy. Amazing service. More like a 5* hotel.			Female	Over 65	White British	
4	Lundy Ward	Extremely Likely		All the nurses were extremely attentive and kind to the patient			Female	Over 65	White British	

				(me!) and were very aware of my personal needs. The cups of tea kept coming also!!						
5	Lundy Ward	Extremely Likely		Because the staff are very nice & helpful.			Male	Over 65	White British	
6	Lundy Ward	Extremely Likely		All the staff have been brilliant, nothing is too much trouble.			Female	26-35	White British	
7	Lundy Ward	Extremely Likely		Exceptional friendliness and care. Thank you. [Name withheld].			Female	46-55	White British	
8	Lundy Ward	Extremely Likely		All members of staff were very friendly and approachable. They were always willing to help with anything even if I thought I could do something myself. A very caring team. Many thanks. [Name withheld].			Female	56-65	White British	
9	Lundy Ward	Extremely Likely		When I was moved to Lundy from KG5 I immediately could relax and let the amazing team care for me medically which had not been the case. Instantly, I was reassured, treated as an individual and kept completely informed of my medical needs. The environment helped but, in all		For the service and care on Lundy Ward this needs to be taken as an example of the ultimate dedication and teamwork from all and used as a precedent to use across the other wards and hospitals!!	Female	56-65	White British	

				honesty, I could have been put into a cupboard but with the care I received I responded so positively. My recovery has in the very large part been down to the care I have received.						
10	Lundy Ward	Extremely Likely		All the staff have been so caring & thoughtful. I have felt really well looked after. Thank you to you all!		One concern - having pointed out I was allergic to penicillin when I moved ward a nurse was about to give me an injection of penicillin. It had been written up for me to have. Communication - it is scary to think when you have told one department you are allergic to something you may still be given it in another. Thankfully, she listened to me. Opportunity to ask questions about diet etc. - I did get this opportunity when I asked one of the nurses. Two doctors came to see me but some people might not like to ask.	Female	Over 65	White British	
11	Lundy Ward	Extremely Likely		Very helpful & friendly staff & v. good clean ward.						
12	Lundy Ward	Extremely Likely		I do not think any improvement required. Nursing staff from all		Just continue what you are already doing.	Female	Over 65	White British	

				areas do their upmost for their patients and always with good humour. Never too busy to answer any of your questions!!						
13	Lundy Ward	Extremely Likely		All staff members, were excellent and professional. Lundy Ward is well run with a great team spirit.		The pharmacy need to up their game when your allowed home, e.g. you're informed you can go home at 8.45am! Still awaiting their arrival at 12.15pm. Back up in the system.	Male	56-65	White British	
14	Lundy Ward	Extremely Likely		The care and patient understanding by all staff has been exceptional Thank you all so much.			Female	Over 65	White British	
15	Lundy Ward	Extremely Likely		You're all warm, friendly & very patient, caring people. Nurse [name withheld] is an absolute delight & I will miss her greatly. Thank you [name withheld] for all your friendliness & support.			Female	46-55	White British	
16	Lundy Ward	Extremely Likely		Very friendly staff, very helpful. Very clean ward.		Supply information how to connect to wifi. Supply footmat in shower room. Regular check on toilets that flush is okay.	Female	Over 65	Other ethnic group	
17	Lundy Ward	Extremely Likely		Everyone has been friendly.			Male	16-25	White British	
18	Lundy Ward	Extremely Likely		A very good team.			Male	over 65	White British	
19	Lundy Ward	Extremely		The kindness shown is			Female	over 65	White	

		Likely		very good.					British	
20	Lundy Ward	Extremely Likely		A dedicated team of hard workers.			Male	over 65	White British	
21	Lundy Ward	Extremely Likely		Very hardworking and friendly staff. The ward is clean.			Female	over 65	White British	
22	Lundy Ward	Extremely Likely		Polite and courteous staff, helpful at all times.		I cannot fault anything in the service in all areas I have been in, including the endoscopy unit.	Male	over 65	White British	
23	Lundy Ward	Extremely Likely		All the staff are caring and polite - doctors, nurses, support staff, cleaners, everyone.		The food is not very hot, otherwise good. Pre-operative nurse was not so good - did not concentrate and got a few things wrong, including the side of the surgery. On the day of surgery her documentation was found to be incorrect. This was quite distressing. (Note: having obtained the consent of the patient, the volunteer relayed this information to the pre-operative assessment unit manager)	Male	56-65	White British	
24	Lundy Ward	Extremely Likely		The nurses and doctors give confidence.		Satisfied as it is.	Male	56-65	White British	
25	Lundy Ward	Extremely Likely		Well-managed patient care. First class.		All the good work in the ward was undermined by very poor communication causing problems i.e. a telephone message from my close family was not passed on to me.	Male	over 65	White British	

26	Lundy Ward	Extremely Likely		The nurses are so friendly and helpful.		Happy as it is.	Male	56-65	White British	
27	Lundy Ward	Extremely Likely		Very friendly.		Satisfied as it is.	Male	over 65	White British	
28	Lundy Ward	Extremely Likely		The staff are very good. A very clean ward.		The staff are under considerable pressure - too much at times. More staff required.	Male	56-65	White British	
29	Lundy Ward	Extremely Likely		Clean and friendly.		Satisfied as it is.	Female	over 65	White British	
30	Lundy Ward	Extremely Likely		The staff are excellent.		The TV is far too expensive - it should be free. Smoking should be possible but not outside the front door.	Male	46-55	White British	
31	Lundy Ward	Extremely Likely		The staff are kind and friendly.		Happy as it is.	Female	56-65	White British	
32	Lundy Ward	Extremely Likely		The humanity, kindness and competence of the staff.		Liaison could be closer with your GP. I would like to be able to see my GP in the hospital.	Female	over 65	White British	
33	Lundy Ward	Extremely Likely		The staff are very attentive, efficient and hardworking.		Happy as it is.	Female	over 65	White British	
34	Lundy Ward	Likely				No.	Male	Over 65	White British	
35	Lundy Ward	Likely		I was put in a private room with shower and toilet facilities and a nice view. Nursing staff very friendly. This is the second time I have been here and the bedside lamp switch in both rooms were not working. Very clean rooms.		Check the electrical such as lights and clocks a little better. Otherwise very good.	Male	46-55	White British	

36	Lundy Ward	Likely		Good - but like all other wards.		I find it strange to have my main meal at midday - would prefer it in the evening.	Male	over 65	White British	
37	Lundy Ward	Not entered		Everyone cares about you.						
1	Staples Ward (Stroke Unit)	Extremely Likely		Our mother, [name withheld], has been here for the past seventeen days, initially in the main ward and latterly in the private ward room. We have a large family, all of whom wish to express their great appreciation to all on Staples for their wonderful, caring attitudes.				Over 65	White British	
2	Staples Ward (Stroke Unit)	Extremely Likely		As far as I could see everyone right down to the cleaning staff did their very best they could possibly do. Excellent care.			Female	Over 65	White British	
3	Staples Ward (Stroke Unit)	Extremely Likely		The hardworking nurses are just amazing, just so much kindness shown at all times and doing way over and above expectations.		My care has been amazing. I have no adverse comments to make at all. One thing - a reminder to the staff to put the buzzer on the good side of the patient after a stroke or the like that disables one side of them.	Female	over 65	White British	
4	Staples Ward	Extremely		Very good nurses. They		I don't think so. I don't	Female	over 65	White	

	(Stroke Unit)	Likely		look after my every need, very hardworking.		think there is much more they can do.			British	
5	Staples Ward (Stroke Unit)	Extremely Likely		Highly recommend this ward. After a while in Plymouth, I felt very vulnerable coming here but I was made just so welcome by the very kind staff who quickly and completely got to understand my history. They all listened and have acted accordingly in my care.		No way. This hospital and ward have covered absolutely everything that I have needed in my recovery following my accident. I have been treated with such kindness and understanding by these wonderful, professional people. Even when I have been at my lowest after such a long time in hospital, the staff have always been there for me. Thank You.	Female	36-45	White British	
6	Staples Ward (Stroke Unit)	Extremely Likely		It's as good as it gets I would think - hardworking staff, the food is also good and always going around cleaning the place. The staff always have time for you, considering how busy they are - it's a shame some of the other patients do not appreciate that.		Not really. When you have a stroke, it is a good job we have a hospital close to us to provide the care that is required.	Male	46-55	White British	
7	Staples Ward (Stroke Unit)	Extremely Likely		The quality of care has been of the highest it can be.		No. I feel the team are doing a splendid job in caring for my uncle - the whole team, including the way in which they communicate with the family. Very impressed by	Male	over 65	White British	

						the whole experience.				
8	Staples Ward (Stroke Unit)	Extremely Likely		Everything is very good indeed. The staff, especially the nurses, work extremely hard. Sodexo keep the ward extremely clean. Foodwise, all very good as well - hot food served hot and looks good on the plate.		No, nothing that comes to mind anyway. My care has been excellent and I thank all the staff for what they do. Wonderful people.	Male	over 65	White British	
9	Staples Ward (Stroke Unit)	Extremely Likely		Very caring.		The physiotherapist was called away twice during my session (staff under pressure).	Male	over 65	White British	
10	Staples Ward (Stroke Unit)	Extremely Likely		Lots of care and attention.		The bed is not comfortable. Some of the equipment is broken and the staff have to go to other wards to borrow.	Male	over 65	White British	
11	Staples Ward (Stroke Unit)	Extremely Likely		Good staff.		All good. I cannot tell you how wonderful the staff are here.	Male	16-25	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		Brilliant and friendly service.		The nursing staff are very good. I have not seen much of my consultant.	Female	over 65	White British	
13	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very good - they have given me everything I need.		All ok.	Female	36-45	White British	
14	Staples Ward (Stroke Unit)	Extremely Likely		The nurses care and show great enthusiasm. Nothing is too much trouble. They dive in to any problem and never say 'why me?'		The TV service is not good value for money. Turn ward lights off during the day.	Male	56-65	White British	

15	Staples Ward (Stroke Unit)	Extremely Likely		The care is very good. Kept me informed with what is happening too.		I can't think of any faults. It has been a brilliant experience.	Female	over 65	White British	
16	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by the staff.			Female	over 65	White British	
17	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
18	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been excellent, willing to go the extra mile to help all the patients.			Male	over 65	White British	
19	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been excellent. Nothing is too much trouble for anyone.		The payable TV is too expensive for most patients.	Male	over 65	White British	
20	Staples Ward (Stroke Unit)	Extremely Likely		I am finding that at times it's noisy due to where I am located on the ward i.e. people entering and leaving the ward and at staff changeover.		My bed table needs new castors - find it hard to manoeuvre.	Male	36-45	White British	
21	Staples Ward (Stroke Unit)	Yes	Not entered	Excellent care.		Satisfied with the care & attention I was given.		Over 65	White British	
1	Tarka Ward	Extremely Likely		Friendly & helpful. Cannot fault anyone I have had contact with on Tarka Ward.		More staff to help the staff you have at the moment.	Female	Over 65	White British	
2	Tarka Ward	Extremely Likely		Well looked after, nothing too much trouble. Thank you.		Having a room for when people are waiting in recovery. You feel bad making other people wait. (Day room) when released.		56-65	White British	
3	Tarka Ward	Extremely Likely		Staff very nice. Ward nice and clean.		To free up the beds quicker, have a room for people waiting to be	Female	Over 65	White British	

						discharged with chairs. TV and vending machines.				
4	Tarka Ward	Extremely Likely		Everything was A1. Thank you all for going the extra mile. [Name withheld].			Male	Over 65	White British	
5	Tarka Ward	Extremely Likely		First ever stay in hospital. Anxious? Yes, but all the staff were superb, professional & empathetic & nothing was too much trouble. All done with a great sense of humour. Thank you. [Name withheld].		Don't change anything.	Male	46-55	White British	
6	Tarka Ward	Extremely Likely		Kind, respectful staff. No waiting times. Prompt to bell calls. Very organised with services for discharge i.e. blood test, physio, nurse. Calm atmosphere. Efficient.		Wear name badges.	Female	36-45	White British	
7	Tarka Ward	Extremely Likely		A team that works efficiently together to give the best in care and compassion to their patients recovery and welfare. Can do no more than highly recommend to family and friends. Thank you, everyone.		No. But should I need such service in the future let it be in North Devon District Hospital, Barnstaple.	Male	Over 65	White British	
8	Tarka Ward	Extremely Likely		All the staff are good. They are friendly, chatty and nice. I have		None.	Male	over 65	White British	

				been in a side room with my own facilities which are cleaned regularly. My care by medical staff has been special. They have been concerned and caring. They could not have done any more. The food is not bad - an improvement from last time.						
9	Tarka Ward	Extremely Likely		All the staff are extremely friendly and the care and medical staff are attentive. The cleaners are very thorough. Everything is clean and tidy. I have not had any food but it appears very good.		None. This is a spacious ward.	Female	46-55	White British	
10	Tarka Ward	Extremely Likely		Most of the staff are very friendly and helpful. The food is alright but the menu choice is limited, although I have not felt like eating since my operation.		More staff.	Female	over 65	White British	
11	Tarka Ward	Extremely Likely		The care is good by the medical and nursing staff. I cannot complain about any of them. They are very friendly. The ward is kept very clean. The menu choice is good		None to date.	Female	over 65	White British	

				and caters for most diets.					
12	Tarka Ward	Extremely Likely		The organisation, the friendliness, professionalism and kindness by all members of staff is outstanding. Nothing is ever too much trouble - when help is required, you do not have to wait and they always speak to you straightaway. The food and its service is great with good choices on the menu.		None, I have no complaints.	Female	36-45	White British
13	Tarka Ward	Extremely Likely		The staff are really caring and kind. The response from the nursing staff is very prompt unless they are very busy. It is a lovely spacious ward, we are not cramped together as there are only 4 beds. There is a good choice on the menu and the food is very good.		None to date.	Female	over 65	White British
14	Tarka Ward	Extremely Likely		All the staff have put themselves out to care for me and they are very friendly. I was given food in the evening after my operation with extras		None. It is running like clockwork. It is the staff that make it work.	Male	over 65	White British

				like ice-cream. I cannot sing their praises enough.						
15	Tarka Ward	Extremely Likely		All the staff are friendly.		More communication of patient information between staff as I am having to repeat the same information to different nurses.	Male	16-25	White British	
16	Tarka Ward	Extremely Likely		Friendly, caring staff.			Male	56-65	White British	
17	Tarka Ward	Extremely Likely					Male	56-65	White British	Do not publish
18	Tarka Ward	Extremely Likely		Helpful staff.			Female	56-65	White British	
19	Tarka Ward	Extremely Likely		All just very efficient and hardworking. Made to feel very welcome. A very professional attitude in every way.		I felt on my last ward about 2 weeks ago, communication seemed a little lax between doctors, but on Tarka all seems very good up to now.	Female	46-55	White British	
20	Tarka Ward	Extremely Likely					Female	56-65	White British	Do not publish
21	Tarka Ward	Extremely Likely		Brilliant. The staff made me so welcome. Nothing has been any trouble to them.		Treated with huge empathy. May I also add - not just the medical staff but also the very hardworking Sodexo staff. It seems to me that all the staff are giving excellent care to all of the patients.	Male	46-55	White British	
22	Tarka Ward	Extremely Likely		Excellent quality care from the first minute on the ward. I cannot praise the staff enough. I must say the two Sodexo ladies		No way. I am sure these people are put on this earth to look after people. Lifesavers all of them. Thank you, everyone.	Female	over 65	White British	

				along with doing their job, always have a kind word and a lovely smile. They keep the ward looking lovely and clean, plus the shower and toilet - always immaculate. Plus, of course, our doctors and nurses.						
23	Tarka Ward	Extremely Likely		Wonderful care from the moment I arrived, within the resources. My husband and I feel they are doing a job way above expectation.		Apart from me requiring a little more information from the doctors, especially in layman's terms rather than using the long words, everything has been excellent. The staff on the ward are just so professional.	Female	over 65	White British	
24	Tarka Ward	Extremely Likely		I think they are great - so welcoming and just cannot do enough for you.		Nothing that comes to mind. Great staff. Always clean. The food is ok as well.	Male	over 65	White British	
25	Tarka Ward	Extremely Likely		1st class care. My operation was yesterday and I was very well cared for during the night. May I also say that the quality of my care in Day Surgery was of the highest standard.		Not really. The attention and care on the ward is very good. I must say just how clean my room is - spotless. Supper and breakfast last night were more than sufficient.	Male	56-65	White British	
26	Tarka Ward	Extremely Likely		Excellent. Only been home one week and, unfortunately, one of the screws broke after last week's operation		Obviously, I am disappointed to have to come back in again so soon after my original operation but my care is of	Female	56-65	White British	

				on my leg. It had to be replaced but all seems good.		the highest standard. I will just have to start all over again with my physiotherapy I guess.				
27	Tarka Ward	Extremely Likely		Everyone is so polite, welcoming and kind.		No. More than happy with my care. I tell you what - the porridge is gorgeous.	Female	over 65	White British	
28	Tarka Ward	Extremely Likely		My care has been absolutely fine. Very impressed by the care. Spotlessly clean.		I can honestly say I think everything is very good. The nurses, doctors, consultants, Sodexo - cannot fault anything.	Female	over 65	White British	
29	Tarka Ward	Extremely Likely		The staff are absolutely lovely. Nothing is too much trouble for any of them.		I cannot fault anyone. I cannot think of one little thing. Everyone is just so professional - a credit to the hospital and the NHS.	Female	56-65	White British	
30	Tarka Ward	Extremely Likely		Everything is wonderful. The only problem is that they cannot get to the bottom of my problems - the hospital is trying though and doing their best.		Not that I am aware. Everything is lovely. It is nice to have company. The food is good and hot.	Female	over 65	White British	
31	Tarka Ward	Extremely Likely		Tarka Ward is great. The nursing staff, well all of the staff, are just so dedicated and caring.		Not really. In my opinion, anyway, everyone seems to be working as a very good team.	Female	56-65	White British	
32	Tarka Ward	Likely		Staff were great, nothing too much trouble for them. Ward clean and airy.		Nothing I can think of.	Female	Over 65	White British	
33	Tarka Ward	Likely		Initially, I was concerned because the nursing staff were		None.	Male	26-35	White British	

				worried that they may not have the expertise to deal with my condition, but since being put in a side room things have been all right. I have my own facilities which are kept clean. The nursing staff are polite and helpful - when you press the buzzer they come straightaway. The food is not too bad with plenty of options on the menu.						
34	Tarka Ward	Likely		Everyone's nice.			Male	16-25	White British	
1	Victoria Ward	Extremely Likely		I have found the staff of Victoria Ward to be highly skilled, very supportive and extremely kind. They show heroic patience with the odd difficult patient. The leadership is superb. I thank them all.		Hot plates for hot food. Bigger shower curtain in bay3.	Male	Over 65	White British	
2	Victoria Ward	Extremely Likely		All staff brilliant.		Accommodate patients in pain and requiring nursing assistance all night into side wards, and patients independent and walking and only in for bed & breakfast, out of side wards and into bays.	Male	Over 65	White British	
3	Victoria Ward	Extremely		I have been treated		None.	Female	Over		

		Likely		with utmost respect & kindness. Thank you.				65		
4	Victoria Ward	Extremely Likely		Very good staff. I have no complaint with the NHS.			Male	Over 65		
5	Victoria Ward	Extremely Likely		Staff were caring attentive and always willing. The general attitude comes over as care for the [illegible] whatever. In essence - good care, good food. Great staff.			Male	Over 65	White British	
6	Victoria Ward	Extremely Likely		Wonderful care. Thank you so much.						
7	Victoria Ward	Extremely Likely					Male	56-65	White British	
8	Victoria Ward	Extremely Likely		Excellent, competent staff, very friendly. Clean bays & bathrooms. Despite being short-staffed, nothing is too much bother. If they said they would, they did!		Keep up the good work. Best ward & staff I've been with in a long, long time.	Female	36-45	White British	
9	Victoria Ward	Extremely Likely		Excellent care. Clean ward. Good food. Friendly staff (apart from the constant beeps).			Male	Over 65	White British	
10	Victoria Ward	Extremely Likely		Staff are brilliant.			Male	Over 65	White British	
11	Victoria Ward	Extremely Likely		The care and consideration I was given was excellent. Nothing was too much trouble and all staff			Female	56-65	White British	

				informed me of what was happening at all times.						
12	Victoria Ward	Extremely Likely		Staff have been most helpful & polite.		Subdue the buzzer at night from the patient alarm.	Male	Over 65	White British	
13	Victoria Ward	Extremely Likely		The staff are very attentive and look after you well - friendly and patient.		The staff shortage could be looked at.	Male	over 65	White British	
14	Victoria Ward	Extremely Likely		The staff are so caring, nothing is too much trouble.			Female	over 65	White British	
15	Victoria Ward	Extremely Likely		The staff are very welcoming.			Male	over 65	White British	
16	Victoria Ward	Extremely Likely		The staff are caring and attentive.		Lack of communication - I was not told in advance about my move from MAU to Victoria Ward nor about a scan I have had i.e. until the porter arrived to take me.	Male	36-45	White British	
17	Victoria Ward	Extremely Likely		The staff and care have been excellent.		The patient armchair should recline but does not. This has been reported today.	Male	56-65	White British	
18	Victoria Ward	Extremely Likely		It has been excellent.			Female	over 65	White British	
19	Victoria Ward	Extremely Likely		The friendly and social demeanour of the nurses - open and easy to talk to for help. Lots of consideration towards me when helping me with personal tasks such as washing.		I can't fault any of the staff. Everyone has been brilliant. The staff give me confidence to have faith in my treatment.	Male	over 65	White British	

20	Victoria Ward	Extremely Likely		They do very well considering they are understaffed. Can't fault anything.		Need more staff to cope with patients. From my perspective, the staff look tired at the end of their shift as they work so hard. Otherwise, can't fault them.	Male	56-65	White British	
21	Victoria Ward	Extremely Likely		Treated me well and I can communicate well with the staff. No issue whatsoever.		I wish staff had more time to communicate with patients. However, they do very well with the time they have.	Male	over 65	White British	
22	Victoria Ward	Extremely Likely		All the staff, especially the nurses who are very helpful.		All the staff seem to make an effort which shows good teamwork.	Female	36-45	White British	
23	Victoria Ward	Extremely Likely		Nothing is too much trouble - everyone goes the extra mile.			Female	56-65	White British	
24	Victoria Ward	Extremely Likely		The kindness of the staff is brilliant. Delivery of care is efficient and you can see lots of communication between staff.			Female	over 65	White British	
25	Victoria Ward	Extremely Likely		Friendliness of all the staff.		Satisfied the way things are.	Male	over 65	White British	
26	Victoria Ward	Extremely Likely		Efficiency and friendliness.		Satisfied as it is.	Female	over 65	White British	
27	Victoria Ward	Extremely Likely		Everyone is so helpful - cannot do enough for you.		Fine as it is.	Female	over 65	White British	
28	Victoria Ward	Extremely Likely		The quality of care is amazing.		My views have been tarnished by waiting five weeks for my heart operation and still waiting.	Female	over 65	White British	

29	Victoria Ward	Extremely Likely		All the staff are very helpful and friendly.		Satisfied as it is.	Female	over 65	White British	
30	Victoria Ward	Extremely Likely		Friendly and efficient - all so helpful.		Staff work very well under difficult circumstances - overworked at times.	Female	over 65	White British	
31	Victoria Ward	Extremely Likely		Very clean. The staff are quick to respond.		No complaints.	Female	over 65	White British	
32	Victoria Ward	Extremely Likely		Cleanliness and the service.		10 out of 10!	Male	over 65	White British	
33	Victoria Ward	Extremely Likely		Friendly staff.		More investment in staff.	Male	over 65	White British	
34	Victoria Ward	Extremely Likely		The staff are good at doing a job that they want to do - committed.		Make uniforms more easy to identify i.e. who is who.	Male	over 65	White British	
35	Victoria Ward	Likely		Excellent. Very caring. Food good. Nothing to complain about.						
36	Victoria Ward	Likely					Female	Over 65	White British	
37	Victoria Ward	Likely		The staff are very friendly. Everyone is easy to talk to about anything at all.			Male	over 65	White British	
38	Victoria Ward	Likely		I have been treated very well but had to wait for porridge this morning.		More staff would be better.	Female	over 65	White British	
39	Victoria Ward	Not entered				Pretty good as they are.		Over 65	White British	