

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Sep-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		Very hardworking and caring staff.		Very good as it is.	Female	over 65	White British	
2	ASU Orthopaedics	Extremely Likely		The staff are polite and on first names. Made welcome.			Female	over 65	White British	
3	ASU Orthopaedics	Extremely Likely		I could not wish for better service.		The staff can be noisy at night.	Female	over 65	White British	
4	ASU Orthopaedics	Extremely Likely		Very friendly staff and so helpful.		Very good as it is.	Female	over 65	White British	
5	ASU Orthopaedics	Extremely Likely		All so kind.		Communication from the doctors could be improved. They talk between themselves and not to me.	Female	36-45	White British	
6	ASU Orthopaedics	Extremely Likely		Staff very kind, helpful and busy.		The food is good - plenty of choice.	Female	over 65	White British	
7	ASU	Extremely		The staff are lovely. No		Everything is fine as it is.	Female	over 65	White	

	Orthopaedics	Likely		complaints at all					British	
8	ASU Orthopaedics	Extremely Likely		Everyone has been very helpful and understanding.		More nurses & HCAs.	Female	over 65	White British	
9	ASU Orthopaedics	Extremely Likely		Care has been good. The staff are very friendly and helpful.		Doctor teams need to communicate better among themselves and inform the patient of the intended plan.	Female	16-25	White British	
10	ASU Orthopaedics	Extremely Likely		I have been very pleased with the help supplied.		The food is a bit bland. Mashed potatoes rather dark, brownish look.	Female	over 65	White British	
11	ASU Orthopaedics	Extremely Likely		Very friendly staff. The ward is very clean.			Female	56-65	White British	
12	ASU Orthopaedics	Extremely Likely		Staff are excellent - nothing too much trouble for anyone. The ward is very clean.			Female	over 65	White British	
13	ASU Orthopaedics	Extremely Likely		Friendly, good care, clean ward.			Female	46-55	White British	
14	ASU Orthopaedics	Extremely Likely		The ward is clean and the staff are very helpful.			Female	over 65	White British	
15	ASU Orthopaedics	Extremely Likely		Staff are kind and attentive,			Female	over 65	White British	
16	ASU Orthopaedics	Extremely Likely		The standard of the care and kindness has been excellent from both medical and non-medical staff.			Female	56-65	White British	
17	ASU Orthopaedics	Extremely Likely		Well looked after by friendly staff.			Female	over 65	White British	
18	ASU Orthopaedics	Extremely Likely		I have been well looked after by all the staff.			Female	over 65	White British	
1	Capener Ward	Extremely		Staff so very caring &		Not at all, service is		Over	White	

		Likely		helpful, excellent care & so friendly. Would definitely recommend this lovely ward.		excellent!		65	British	
2	Capener Ward	Extremely Likely		Staff were all fantastic. I was on Capener Ward. Would just like to add that [names withheld] were fabulous.		As far as I am concerned, the wards & hospital are very, very well run.	Male	Over 65	White British	
3	Capener Ward	Extremely Likely		Well looked after.			Female	over 65	White British	
4	Capener Ward	Extremely Likely		Well looked after by all.			Female	over 65	White British	
5	Capener Ward	Extremely Likely		This is the only ward I have been in.			Female	over 65	White British	
6	Capener Ward	Extremely Likely		The staff have been very good.		Satisfied as it is.	Male	over 65	White British	
7	Capener Ward	Extremely Likely		The calm manner in which staff operate.		Improve car parking facilities.	Male	over 65	White British	
8	Capener Ward	Extremely Likely		The nursing care has been exceptional even though they have been short-staffed.			Female	over 65	White British	
9	Capener Ward	Extremely Likely		The staff are a dedicated bunch of hardworking people.		The food menu is a little confusing at times. It states that some items are served with gravy but then underneath it says that gravy is available if required. Servers tell patients that they do not put gravy on anything to start with, but wait until patients ask for it.	Female	over 65	White British	
10	Capener Ward	Extremely Likely		100% kindness and care shown at all		Nothing really. The care is excellent. Very clean. The	Male	over 65	White British	

				times.		food is a bit bland but acceptable.				
11	Capener Ward	Extremely Likely		I have no complaints whatsoever. Always there when needed, always help you with whatever you need and always done with a smile and a kind word.		No. Very contented, thank you. I have no problems whatsoever. The staff are wonderful and all of them extremely hardworking.	Female	over 65	White British	
12	Capener Ward	Extremely Likely		The staff treat you very well. The physios make my legs ache with the exercises.		Not really. I cannot eat so I cannot say about the food, but the ward is very clean.	Female	over 65	White British	
13	Capener Ward	Extremely Likely		My care has been absolutely wonderful. The staff are just amazing. Nothing is too much trouble for any of them.		A difficult question. Cleanliness is fine. The staff are all very kind and friendly.	Female	over 65	Other ethnic group	
14	Capener Ward	Extremely Likely		The care on the ward is really good. Very clean. The staff are very caring and kind. Not very pleased being sent home as if nothing was wrong and then having to be re-admitted the next day.		Nothing I can think of. All seem a happy crew, a good team of workers.	Female	over 65	White British	
15	Capener Ward	Extremely Likely		All the staff are very friendly and always ready to help. The food is pretty good.		None. I am impressed with the service as it is.	Female	over 65	White British	
16	Capener Ward	Extremely Likely		The nurses are very good. They work very hard to look after all the patients. The food has been fine - you can		None.	Female	over 65	White British	

				have different sized portions and I have small.						
17	Capener Ward	Extremely Likely		All the staff take care of you well and they are very friendly. The food is reasonably good with a fair choice on the menu. The ward is kept very clean.		None.	Male	over 65	White British	
18	Capener Ward	Extremely Likely		The atmosphere is very happy and caring. The staff are very busy - they never seem to stop. The food is very adequate and the portion size is good. The bay is clean. I think everything is wonderful.		None.	Female	over 65	White British	
19	Capener Ward	Extremely Likely		The staff are absolutely fabulous. No matter how busy they are, they are always smiling and give both care and love. The choice on the menu is limited and the food is mediocre but good-sized portions. You are offered plenty of hot drinks. The medical staff are fantastic, caring and professional.		None.	Female	over 65	White British	
20	Capener Ward	Extremely Likely		The staff do their best to be around to help		None.	Female	over 65	White British	

				when required.						
21	Capener Ward	Extremely Likely		The care is very good. All the staff are friendly and very helpful. The food is very good with a reasonable choice - there is something for everyone on the menu. Unfortunately, communication between medical staff, nursing staff and patients can get muddled / unclear, especially to do with arrangements for leaving hospital.		None. I think it is run really well.	Male	over 65	White British	
22	Capener Ward	Likely		Staff very good but overworked.		More staff needed.	Female	over 65	White British	
23	Capener Ward	Likely		The staff are very helpful.		Very good as it is.	Male	over 65	White British	
24	Capener Ward	Likely		The nursing staff are always busy so it can take longer to get help when required. The food and drinks are lacking in flavour and basic condiments like salt are not provided.		None.	Female	over 65	Prefer not to say	
25	Capener Ward	Unlikely		One disruptive patient spoils the experience for others - noisy and time consuming for the staff.		More facilities needed for dementia patients. The food needs to be improved.	Female	over 65	White British	
26	Capener Ward	Unlikely		Some very good nurses but the staff are		More staff, particularly nurses, but need more	Male	over 65	White British	

				overworked and attention to patients is slow.		money for this.				
27	Capener Ward	Unlikely		The message boards are dirty.		Happy as it is.	Male	over 65	White British	
28	Capener Ward	Unlikely		Staff are so varied and overworked.		No, but more staff will be helpful.	Male	over 65	White British	
1	Caroline Thorpe Ward	Extremely Likely		The staff are very nice here, made very welcome, shown kindness and support.		My only concern, a small thing really, is that the hospital rang me around 8.45pm last night to be in Caroline Thorpe Ward for our daughter's operation. However, on arrival, no-one had told the ward, so a little confusion there - but soon resolved and all sorted quickly. A head up on communication I guess.	Female	Under 16	White British	
2	Caroline Thorpe Ward	Extremely Likely		Quickly on the case, listened to us, made us so welcome. The room was all ready for us on arrival. Very good really.		I have in the past complained about communication, but I must say this time all has been very good indeed. I am a very regular hospital patient here. I feel over the years that the care shown has very much improved.	Female	16-25	White British	
3	Caroline Thorpe Ward	Extremely Likely		Absolutely fabulous care. A very warm welcome. As usual, always shown kindness, the staff are just wonderful. My physiotherapist is, as usual, a star.		Not really. The hospital always give of their best - the way they look after me, and also any of my family that stay over with me (they are extremely well looked after). I feel the TV could be left on a	Female	Under 16	White British	

						little later at night for the older children. Nice and clean at all times. Good idea for parents to be able to purchase food vouchers on the ward. All very good, thank you.				
4	Caroline Thorpe Ward	Extremely Likely		Staff very kind, approachable and understanding. Very warm in the way they spoke to me, as a parent.		No, very impressed - from ambulance to A&E and then onto the children's ward in around one and a half hours. Although I did not accept it, I did have the kind offer of accommodation but decided to take our son home and return this morning.	Female	Under 16	White British	
5	Caroline Thorpe Ward	Extremely Likely					Female	Under 16	White British	Do not publish
6	Caroline Thorpe Ward	Extremely Likely		What can I say? I was very emotional when I arrived yesterday lunchtime. I and my son were soon welcomed onto the ward and I was given some excellent support to calm me and help me in every way. I cannot thank these wonderful people enough.		I don't think so. We have been treated with so much respect by a very professional and caring team	Male	Under 16	White British	
7	Caroline Thorpe Ward	Extremely Likely		The nurses are all great. They really make you feel welcome, very calming.		Nothing really. All good. Got a bed for mum to sleep in as well, had a nice breakfast, now being	Male	Under 16	White British	

						discharged to return later for a scan in outpatients dept.				
8	Caroline Thorpe Ward	Extremely Likely		I was made to feel very welcome when I arrived on the ward. The staff were kind and helpful, quickly putting me at ease. How nice to meet people that listen. The staff have also made mum and dad feel very welcome.		No. As a vegan, the hospital has sorted out a menu for me. I have been provided with everything I have needed. I am hoping to go home soon.	Female	16-25	White British	
9	Caroline Thorpe Ward	Extremely Likely		Well treated by all of the staff, having tests done and awaiting an X-ray. The staff have shown care and feeling and listened to all I have told them. Also, good communication.		Not at all. All good, clean and tidy from mine and my parents' point of view. All the staff are doing a very professional job.	Male	16-25	White British	
10	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are very friendly and are really good at communicating with the children.	The facilities (playroom, parents' room and school) are well equipped and made it easier to occupy my son.	N/A.	Male	9-11	White British	
11	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Nurses & students very helpful, kind and competent. Made us both feel comfortable and at home. School teacher great! Ward very clean and food great. Only negative - wait on pharmacy for	As previously stated.	Speed up the wait for medication upon discharge!		Under 6	White British	

				meds to go home! What takes so long!?						
12	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Such a lovely clean ward with wonderful staff.	Everyone was so happy & friendly!		Female			
13	Caroline Thorpe Ward	Yes	Not entered	I'm really happy with how [name withheld] has been looked after and the staff are very helpful and lovely. Many thanks [name withheld] dad.						
14	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, helpful staff. Promptly seen. Great with children.	Only in 1/2 a day but had lunch for [name withheld]. Well looked after.	Was all good, very impressed.	Male	Under 6	White British	
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff were amazing and was amazed how friendly and caring they were.	Staff 100%.	Nothing.	Male	6-8	White British	
16	Caroline Thorpe Ward	Yes	Not entered	Staff very friendly and helpful thank you for everything.						
17	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Our daughter has received fantastic care and attention from all of the staff here! Many thanks.	The detailed attention, clear explanations - great care!		Female	6-8	White British	
18	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff friendly & helpful. Ward clean.	Everything.	Nothing.	Female	9-11	White British	
19	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind caring made sure we understood everything.	Everything from start to leaving.		Female		White British	
20	Caroline Thorpe Ward	Yes	Not entered	Staff were very thorough and attentive. Very	Lovely care & attention from the nurses & staff.	N/A.	Male	Under 6	White British	

				reassured mother & baby were being looked after. Thank you - lovely staff.						
21	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Yes, in the sense that we were mostly very well cared for. All bar one member of staff made me feel comfortable in the knowledge my son was being well looked after & were very reassuring through all of the scary & worrying movements.	All of the nurses were very friendly & excellent with my son, & also made sure I was ok & kept in the loop with what was happening. [Name withheld] was particularly brilliant! Thank you.	The doctor that took bloods / fitted the cannula seemed unorganised & unprepared, resulting in causing unnecessary further distress to my son in an already upsetting situation.	Male	Under 6	White British	
22	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Because I'm happy with everything in here. Thank you.	Everything.		Female	Under 6	White British	
23	Caroline Thorpe Ward	Yes	Not entered	Staff are so kind & helpful.	Good advice given and very understanding.	Nothing.	Female		White British	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We have had an excellent service from start to finish. All the staff we have met have been kind, friendly and attentive. Thank you very much.	Can't fault our sons stay in hospital.			Under 6	White British	
25	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	We were really happy with the quality of care given to our son from all the staff of the ward. It's obvious a great effort has been put into the ward which makes the time	The positive & friendly atmosphere great staff.		Male	Under 6	White British	

				here a lot easier to cope with. Thank you.						
26	Caroline Thorpe Ward	Yes	Not entered	Very well looked after by all members of staff.	Schoolroom.	Food for parents.	Male	6-8	White British	
27	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	You saw us really quickly & listened to our concerns, the open access is very reassuring & you've offered follow-on appointments due to her prematurity. Only bad thing (which I know you're not a café) but could get mum a drink in mornings, not had one since 3am & now 10am!	Very kind, caring staff. Made me feel very at ease with them looking after my baby. Very pleased.	See first page! (More me being cheeky, sorry!) But mum comfort like drink & I felt very uncomfortable on camp bed. I know I'm not patient but obviously don't want to leave young baby.	Female	Under 6	White British	
28	Caroline Thorpe Ward	Yes	Not entered	(From my 5yr old daughter. "The nurses are really nice"). What an excellent hospital - so utterly friendly, professional and extremely efficient. Very clean with lots of facilities available for children. Kept informed throughout stay. All staff have been brilliant - thank you.	First and foremost, the staff's professionalism, such a genuinely caring approach, they listened and also explained everything. All very efficient.	The food and facilities available for guardian / parents / carers / visitors. No healthy options available at all. Fruit old and wrinkly, everything else unhealthy.	Female	Under 6	White British	
29	Caroline Thorpe Ward	Yes	Patient	Because the staff are very nice and help you as much as they can.	Everything.	Nothing.	Female	16-18	White British	

30	Caroline Thorpe Ward	Yes	Patient				Female	9-11	White British	Do not publish
31	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly & relaxed.	Afternoon surgery - lovely touch with teddy.		Female	12-15	White British	
32	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone was very friendly and helpful.			Female	16-18	White British	
33	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are friendly, kind, welcoming and caring. I feel my daughter was thoroughly checked over and both of us looked after.	The care given by Everyone.	Nothing, everything was just great!	Female	Under 6	White British	
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff, great with kids. The staff talked to both parent and child.	Communication.	Travelling between wards.	Female	9-11	White British	
35	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, child welcoming staff & efficient.	The friendliness of staff & how comfortable they made us feel.	N/A.	Male	Under 6	White British	
36	Caroline Thorpe Ward	Yes	Patient	The staff were very helpful and kind and I felt well looked after.	[Name withheld] was very sweet and the teachers were very supportive.	Can't think of anything.	Female	12-15	White British	
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All nurses, doctors etc. we have seen today have been fantastic with us and our son.	Great that we had [name withheld] with us throughout so our son had a familiar face rather than all different each time we went somewhere.	Nothing - had a good experience.	Male	Under 6	White British	
38	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	You are all amazing.	Care, knowledgeable, friendly, everything.	Nothing.	Male	Under 6	White British	

39	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Brilliant staff, really reassuring when I got upset. Hospital room was clean & tidy. My Son was well looked after. They have listened to the parent which I appreciate.						
40	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff. Good communication. Very efficient.	N/A.	For this ward - nothing! However A&E appeared to either be short of some equipment or it was not functioning (their monitors & weight scales).	Male	Under 6	White British	
41	Caroline Thorpe Ward	Yes	Patient	All the doctors and nurses are really kind and helpful and will look after you well.	Food is delicious.			9-11	White British	
42	Caroline Thorpe Ward	Yes	Patient	[Name withheld] were excellent. Thank you.	The staff and the comfort of the bed.	Nothing.		9-11		
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, good facilities.	Facilities, friendly staff.		Female		White British	
44	Caroline Thorpe Ward	Yes	Not entered	We came in with no appointment and was seen quickly and friendly.	Friendly, helpful.			Under 6	White British	
45	Caroline Thorpe Ward	Yes	Not entered				Male	12-15	White British	Do not publish
46	Caroline Thorpe Ward	Yes	Patient	Because they look after you and are kind & helpful. Thank you for looking after me from [name withheld].	I wasn't scared about the injection.		Male	6-8	White British	
47	Caroline Thorpe Ward	Yes	Patient	The healthcare is good and the nurses are nice.	They made me better.		Male	12-15	White British	

48	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Well looked after. Lovely, friendly staff. Good facilities.	The nurses were very friendly and helpful everything was explained well.		Female	6-8	White British	
49	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff helpful & excellent service they provided.	The staff.	Nothing.	Female		White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing staff. Really caring and supportive. They all do amazing work.	Very helpful and caring.	N/A.	Male	Under 6	White British	
51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly to us all!!		Nothing. The care was great.	Male	6-8	White British	
52	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone on the Caroline Thorpe Ward have been outstanding. Really friendly & have made our daughter [name withheld]'s stay as enjoyable as it could be. The playroom has been amazing for us as a family. We watched DVDs & played lots of games but especially for our 8-year old son who enjoyed the PS4. We almost felt like we were on holiday.	The friendliness of all staff on the ward. The playroom. I could stay overnight with [name withheld].	Nothing to do with the ward itself, just the delays on surgery.	Female	12-15	White British	
53	Caroline Thorpe Ward	Yes	Patient	Thank you so much for taking such wonderful care of [name withheld]. [Name withheld], the nurse who looked after him,	Comfort, kindness, safety. Everyone made us feel calm & looked after.	Maybe we could have gone home a little earlier, but [name withheld] enjoyed his lunch so not so bad.	Male	Under 6	White British	

				was especially lovely but all the staff have been so kind and attentive.						
54	Caroline Thorpe Ward	Yes	Not entered	Lovely, friendly staff who constantly put our minds at rest. Thank you so much for all of your help.	The playroom.	Make it easier for parents to watch older genre films once children have gone to sleep overnight.	Female	6-8	White British	
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly.	Having the operation.	Nothing.	Female	12-15	White British	
56	Caroline Thorpe Ward	Yes	Not entered	Brilliant with my son which he can be hard work.			Male	16-18	White British	
57	Caroline Thorpe Ward	Yes	Patient	Clean, efficient ward. Attentive, kind and thorough staff who always checked on me when I asked.	The moveable bed!	Operated on day of accident.	Male	9-11	White British	
58	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	So thankful for the great care and attention from all of C.T. Ward, especially [names withheld].	Care & attention.	N/A.	Female	Under 6	White British	
59	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind staff, have looked after us well, as well as our daughter. Friendly & approachable.	Thank you for letting dad stay too, being so far away from home.		Female	Under 6	White British	
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Caring. Helpful. Informative. Great with my daughter.			Female	Under 6	White British	
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing staff from the doctors, nurses HCPs & Sodexo staff. So incredibly caring to patients and parents.	The emotional support from everyone at a very scary time.	Nothing.	Female	Under 6	White British	

62	Caroline Thorpe Ward	Yes	Patient	I was well cared for, and very friendly staff.	Helpful staff.	Nothing.	Female	12-15	White British	
63	Caroline Thorpe Ward	Yes	Not entered	Great staff & care.	Level of care & observation given.			6-8	White British	
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone has been so attentive and accommodating and really looked after my little one! 10/10!	Just the kindness and understanding and making us feel like home. Even though we wanted our own bed! Answering any concerns & questions etc.	Not much, everything was lovely.	Male	Under 6	White British	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly & approachable staff. Caring & kind with [name withheld] & myself. Inpt. [names withheld]. Thanks.	See previous answer. Plus, lots of resources, books etc.	Quicker discharge - same everywhere!	Male	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Always very friendly and helpful. Have a lot of facilities for the children to keep them occupied. Playroom, books, school.	Everyone very friendly and helpful. Cannot do enough for you. The ladies at the school were very good.	Nothing.	Female	Under 6	White British	
67	Caroline Thorpe Ward	Yes	Patient	Fantastic.	I was encouraged to get well and everyone was very understanding and considerate.		Female	12-15	White British	
68	Caroline Thorpe Ward	Yes	Not entered	Very friendly people, helpful.	We are foreigners. It wasn't problem for this people and try explain everything.			12-15	White British	
69	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	From the moment we entered the ward we have been made to feel very welcome and	Super-friendly staff. Lovely and clean ward with lots of fab toys to play with. Tea	No complaints!	Male	Under 6	White British	

				at home by everyone. Lovely friendly staff who have been very patient with our wiggly toddler.	& coffee making facilities a bonus too.					
70	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly, professional staff that made sure we understood everything that was going on with our child.	We were kept in the loop and understood everything that was going on. Made to feel comfortable.	Everything was handled brilliantly. Nothing could have been better.	Male	Under 6	White British	
71	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff were lovely and able to answer any questions we had. Very accommodating and friendly. Looked after from the minute we arrived until we left. Thank you.	The friendly, informative staff who were very reassuring with my son.	Nothing.	Male	9-11	White British	
72	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Brilliant staff! All very friendly and professional. Clean ward. Great playroom.	We got to see the doctor quickly and got well informed. All staff were very good with my baby girl. Felt reassured being here.	None.	Female	Under 6	White British	
73	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly & efficient staff. Looked after my son well.	Staff & treatment.		Female		White British	
74	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	They are kind & caring, giving us the information we needed.	We only stayed a few hours.	No.	Male	9-11	White British	
75	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely, supportive staff. Great explanation re: management of care.		Unfortunately, wait in A&E was long, but understandable as appeared very busy. Just				

				Excellent aftercare with open access to ward offered.		more communication re: waiting time frame would aid reduction of anxiety.				
76	Caroline Thorpe Ward	Yes	Patient	Looked after well. Everything explained well.			Female	Under 6	White British	
77	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Friendly staff. Had time to spend with her.						
78	Caroline Thorpe Ward	Yes	Patient	Nice nurses, doctors.	Take blood pressure.	I was happy here.	Female	Under 6	White British	
79	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff are great with the children (and the parents!), and there is a lot to keep the children entertained and happy.	The nurses and doctors.	TV in bed & in CAU not working (although I didn't really miss it).		Under 6	White British	
80	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very efficient & caring nursing received from [name withheld]. Thank you.	Quality of care received, especially from our nurse, [name withheld].	N/A.	Male	Under 6	White British	
81	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely, bright ward. Amazing, helpful staff. Nothing was too much trouble. Many thanks.	Support.	Nothing. Amazing staff. [Name withheld] was amazing! xx	Male	Under 6	White British	
82	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Everyone here has listened & been very patient with us, also every question has been answered.	The environment was lovely & warm & we have felt welcome & everything was explained well.	Nothing.	Male	Under 6	White British	
83	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff were very friendly and went above and beyond to be helpful, particularly the ward manager.	Very good at talking to [name withheld] who is 1 year old.	Please could you wear gloves & apron when direct contact with [name withheld] Thanks. (CF care specific).	Female	Under 6	White British	
84	Caroline Thorpe Ward	Yes	Parent/ Guardian/	We were treated really well on Caroline	The nurses who dealt with our son on the	Nothing!! We are very happy.	Male	Under 6	White British	

			Carer	Thorpe Ward. The nurses were lovely and very thorough.	day shift (Monday 24th Sept).					
85	Caroline Thorpe Ward	Not entered	Parent/Guardian/Carer	We were well looked after & our daughter was given great care.	Having our own room, the playroom & knowing that our daughter was being well monitored.	Nothing.	Female	Under 6	White British	
1	Fortescue Ward	Extremely Likely		I would just like to say how very impressed I've been with the care mum has had. The ward is so calm and staff so gentle, this is incredibly important for a patient with dementia. Nothing is too much trouble and all done with a smile. Just brilliant. Mum is usually very agitated when away from what she is familiar with - she has been unusually calm on here apart from when in pain. I felt confident enough to leave mum in your care, knowing you would take time to unravel what mum is trying to say. Thank you on behalf of [name withheld].			Female			
2	Fortescue Ward	Extremely Likely		Kindness & patience shown to my father throughout his stay.		Have more people to spend time with those able to have conversations	Male	Over 65	White British	

				[Name withheld]'s wonderful.		etc.				
3	Fortescue Ward	Extremely Likely		All staff are friendly, helpful and most of the time can't do enough for you.		Some more nurses and healthcare assistants to take some pressure off of the already busy staff!	Female	Over 65	White British	
4	Fortescue Ward	Extremely Likely		Matron and staff. The team of nurses to porters / housekeepers make Fortescue the best ward in the whole hospital. They all deserve medals - nothing is too much trouble. 5-star rating.		No. Everything tip-top. This is my second visit and I was greeted like an old friend.	Female	Over 65	White British	
5	Fortescue Ward	Extremely Likely		I have been looked after well by all the staff.			Male	over 65	White British	
6	Fortescue Ward	Extremely Likely		I feel Fortescue has really looked after me very well. The nurses are so kind and considerate. They all work so hard, always a smile as well.		Be good if the bed pans were a little softer! But, other than that, I don't think there is anything. I am sure after being on the ward for over four weeks I would have picked up on something by now. The ward is cleaned regularly and the food is fine - always something to choose from. Great idea to have jacket potatoes.	Female	over 65	White British	
7	Fortescue Ward	Extremely Likely		Marvellous staff. They always have time for you and, for the first time in a hospital, I have found that the staff actually listen to		Nothing that comes to mind, apart from the cost of the TV - very expensive for senior citizens.	Female	over 65	White British	

				you which my family and I find very comforting.						
8	Fortescue Ward	Extremely Likely		Everyone is thoughtful, kind and understanding.			Female	over 65	White British	
9	Fortescue Ward	Extremely Likely		Very helpful and understanding staff.			Female	over 65	White British	
10	Fortescue Ward	Extremely Likely		Treated and looked after as much as they can. Although always very busy, the staff seem to find that little time to speak, smile and have a little comforting chat.		Very contented actually. So clean and the food is good - always nice and hot.	Female	over 65	White British	
11	Fortescue Ward	Extremely Likely		The staff are very kind and look after you. A bit noisy at night, but I appreciate not easy to control.		Not really. Everything is fine, looked after as well as they can do.	Male	over 65	White British	
12	Fortescue Ward	Extremely Likely		Anything at all that I ask for the staff help me just as quickly as they possibly can. I fell at home, the ambulance got me in here and I have been treated very well indeed. Once I get home I will have carers looking after me.		No. I think everything is fine.	Male	over 65	White British	
13	Fortescue Ward	Extremely Likely		No complaints. The nurses, doctors and cleaners are all brilliant and very hardworking people.		No. More than happy with everything, including the food - very well-presented and usually hot enough. I am more than happy,	Male	over 65	White British	

						thank you.				
14	Fortescue Ward	Extremely Likely		I have been in Barnstaple, Exeter, and back to Barnstaple. I cannot complain at all about my care. Surprised to be on a ward where people suffer with Alzheimer's etc. but it has helped me to notice just how well these other very poorly and vulnerable patients are treated. The staff are so respectful and caring.		I personally do not think they can do one little thing more considering the political climate and the resources provided to these wonderful people. It is clean. The food is as good as it gets I guess - it is hot and tasty.	Male	over 65	White British	
15	Fortescue Ward	Extremely Likely		The general care is good, very good. The staff keep the place shipshape and are very caring. The food for some reason has been cold the last couple of days which is a shame as, up till then, it had been very good. The menu choice is also excellent.		Not really. The doctors cannot seem to find the cause but we shall see, I guess.	Male	over 65	White British	
16	Fortescue Ward	Extremely Likely		Granddaughter: My nan is being very well looked after by very caring and competent staff. A very bright and light ward, which is good.		Granddaughter: My nan's healthcare has been excellent. She likes the food. The place is spotlessly clean, never stop doing things. My concern is that my nan has been ready for discharge for almost a week. Care in	Female	over 65	White British	

						the community seems to be the stumbling block, which is a shame knowing the shortage of hospital beds. Nan is just frustrated and basically wants to go home, bless her.				
17	Fortescue Ward	Extremely Likely		I cannot believe the quality of care, from being brought here by ambulance to the present time. All the way through, my experience of care has been of the highest standard.		To be honest, there is nothing I can think of. The care I have received at the hospital has more than exceeded my expectations.	Male	over 65	White British	
18	Fortescue Ward	Likely		I have been treated well.			Male	over 65	White British	
1	Glossop Ward	Extremely Likely		I can't thank all involved enough for the attention and treatment I received during my recent stay in NDDH, particularly Glossop Ward. Many, many thanks.			Male	Over 65	White British	
2	Glossop Ward	Extremely Likely		Because your simply the best. x		No.	Male	Over 65	White British	
3	Glossop Ward	Extremely Likely		Well-run unit carried out by kind & friendly people. Well done and thank you.			Male	Over 65	White British	
4	Glossop Ward	Extremely Likely		Everyone has been friendly and helpful towards me during my stay.		No.	Female	Over 65	White British	
5	Glossop Ward	Extremely		Very good nurses &		Bigger food portions.	Male	46-55	White	

		Likely		staff excellent.					British	
6	Glossop Ward	Extremely Likely					Female	Over 65	White British	
7	Glossop Ward	Extremely Likely		Very helpful.		None.	Male	Over 65	White British	
8	Glossop Ward	Extremely Likely		Excellent care in all areas.		No. More staff.	Male	Over 65	White British	
9	Glossop Ward	Extremely Likely		Everyone caring & friendly & professional.		More tea.	Male	56-65	White British	
10	Glossop Ward	Extremely Likely		Very friendly.			Male	Over 65	White British	
11	Glossop Ward	Extremely Likely		Competent & friendly service. The NHS is our most valuable asset. N.D. Healthcare Trust in Barnstaple was struggling with overcrowding while I was here - the staff response was good.			Female	Over 65	White British	
12	Glossop Ward	Extremely Likely				I have no complaints. I'm amazed you managed to achieve as much with so little. Thanks for everything.	Male	Over 65	White British	
13	Glossop Ward	Extremely Likely		Very good care.		Really nice.	Male	Over 65	White British	
14	Glossop Ward	Extremely Likely		The care standard very high. They were very helpful and understanding.		None.	Male	46-55	White British	
15	Glossop Ward	Extremely Likely		It's a good place.		Not really.	Male	Over 65	White British	
16	Glossop Ward	Extremely Likely		Well fed and watered! Looked after well.		Not from my point of view.	Female	Over 65	White British	
17	Glossop Ward	Extremely				Everything's been good &	Male	46-55	White	

		Likely				very helpful.			British	
18	Glossop Ward	Extremely Likely		The ward was welcoming, clean. The staff, all staff, were extremely kind & very helpful, nothing was too much trouble. The staff were very hardworking & efficient. The food choices & quality was very good also. A pleasant stay.		No.	Female	46-55	White British	
19	Glossop Ward	Extremely Likely		Because you looked after me very well.		Sort out the bed-making routines. If I had not stripped my own bed I would not have had clean sheets.	Male	56-65	White British	
20	Glossop Ward	Extremely Likely		The nurses were very polite and kind.		No.	Male	16-25	White British	
21	Glossop Ward	Extremely Likely		The staff have been good and dedicated.			Female	over 65	White British	
22	Glossop Ward	Extremely Likely		The staff are very helpful. Nothing is too much trouble for anyone.			Female	over 65	White British	
23	Glossop Ward	Extremely Likely		The quality of service could have been better.			Female	36-45	White British	
24	Glossop Ward	Extremely Likely		Staff are always available to help patients when needed.			Female	over 65	White British	
25	Glossop Ward	Extremely Likely		The staff are a very helpful and dedicated team, always available when needed.			Male	over 65	White British	

26	Glossop Ward	Extremely Likely		Obviously, the staff come out tops, just so dedicated and professional. But I suppose everyone is certainly working so hard at all times, giving of their best.		Not really. I need to just pick up on my walking, confidence in walking and caring for myself before being allowed home. Carers are being arranged to pop in and help me shower/dress etc., but the hospital has been marvellous in their care.	Female	over 65	White British	
27	Glossop Ward	Extremely Likely		<p>Patient: I came in via ambulance, A&E, MAU, then onto Glossop. My only issue was with the ambulance staff trying to get me to walk down the stairs to the ambulance! The paramedic was on her own. She eventually sent for a full ambulance to help with a chair to do this.</p> <p>Patient's wife: My husband collapsed while trying to follow her instructions to walk. Surely this should not happen. I do not want to cause any bother, but I just had to point this out. However, since arriving at the hospital and been on the wards, my husband's care has been first class.</p>		Only what we said earlier about the ambulance lady. She must be made aware and not try to do that again. Apart from that, everything has been fine.	Male	56-65	Asian / Asian British	

28	Glossop Ward	Extremely Likely		My husband is very poorly. He and I have been treated so well. How these wonderful people, working so hard and under this pressure, keep a smile on their face and a kind word I will never know.		Not at all. A wonderful team, all are so professional, all doing a first class job of caring. Just wonderful. My husband and I would like to give you all a huge thank you.	Male	over 65	White British	
29	Glossop Ward	Extremely Likely		What can I say? Just great, really. The staff are all so kind and caring, nothing is too much bother to any of them.		Not really. I don't know what to say as everything is just so good, even the food. The nurses are wonderful. The doctors are very knowledgeable by the look of it.	Male	over 65	White British	
30	Glossop Ward	Extremely Likely		Very good ward with understanding staff.			Female	over 65	White British	
31	Glossop Ward	Extremely Likely		Very attentive staff, very caring and helpful.			Female	36-45	White British	
32	Glossop Ward	Extremely Likely		The staff are superb. The ward is very clean. The food choice is good.			Female	46-55	White British	
33	Glossop Ward	Extremely Likely		Very good care by all the staff. Very clean.			Female	over 65	White British	
34	Glossop Ward	Extremely Likely		Very good staff, helpful and understanding.			Female	over 65	White British	
35	Glossop Ward	Extremely Likely		Everyone have been very helpful and friendly towards the patients.			Female	over 65	White British	
36	Glossop Ward	Extremely Likely		The staff are doing their best for us all, considering all the variations of our			Male	over 65	White British	

				problems.						
37	Glossop Ward	Extremely Likely		The staff have been very attentive.			Male	26-35	White British	
38	Glossop Ward	Extremely Likely		The ward has been kept clean and tidy. The staff do the best they can			Male	46-55	White British	
39	Glossop Ward	Likely					Male	Over 65	White British	
40	Glossop Ward	Likely		Shower room - no sink. You have to go to another bathroom to clean teeth etc. Locks on doors - some don't work.			Male	Over 65	White British	
41	Glossop Ward	Likely		All the staff are very helpful.						
42	Glossop Ward	Likely		Consider my time here it's been good.		No.	Male	Over 65	White British	
43	Glossop Ward	Likely		Excellent care provided by all staff. One point of contention is the discharge procedure. It's no good telling a patient they can go home at 11am & not giving prescriptions & doc's note until 6-7pm.		Ensure the machines regulating the supply / speed of administering the various prescriptions - kept running out of battery power.	Male	Over 65	White British	
1	Intensive Care Unit	Extremely Likely		Brilliant. I cannot give enough praise. Treated 100% with warmth, kindness and care - just such professional people.		Nothing at all. Only a huge thank you to everyone. Truly amazing people.	Female	56-65	White British	
2	Intensive Care Unit	Extremely Likely		12 out of 10. So kind, so caring. Always there		Nothing at all regarding improvement. Just to	Female	over 65	White British	

				at all times. The staff have been fantastic.		thank all of the staff on ICU and HDU. Outstanding quality of care at all times. When you see the staff work their long shifts, yet always with a smile and I kind word, what would we do without you?				
1	King George V Ward	Extremely Likely					Female	Over 65	White British	Do not publish
2	King George V Ward	Extremely Likely		The staff were efficient and friendly.						
3	King George V Ward	Extremely Likely		The care & attention I have received through a minor but scary time was out of this world. The two day shifts I was on the ward, [name withheld] was fab alongside all her staff. Well done King George V Ward.			Female	36-45	White British	
4	King George V Ward	Extremely Likely		The staff! [Name withheld] is lovely, efficient and also has a sense of humour! This makes the ward relaxed and stress free and feel almost like a club atmosphere.			Female	56-65	White British	
5	King George V Ward	Extremely Likely		Nurses are all friendly and helpful at all times.			Female	16-25	White British	
6	King George V Ward	Extremely Likely		I have been shown the most amazing care & concern by the nursing staff. They have been tremendously		Not at all.	Female	46-55	White British	

				attentive, friendly & compassionate. I am indebted to all who helped me to recover, especially after a bit of a scare.						
7	King George V Ward	Extremely Likely		Friendly, helpful & polite staff who never mind answering questions. Clean ward & fairly quiet during my stay.			Male	36-45	White British	
8	King George V Ward	Extremely Likely		Wonderful, caring staff. Nothing too much trouble. A wonderful ethos. They work so hard to help everyone. They explain situations to one. Such excellent teams.			Female	Over 65	White British	
9	King George V Ward	Extremely Likely		I have lived here forty years and been here as an outpatient a number of times. I have liked it and, as I live thirty-five miles away, have a choice of hospitals. I have found as an inpatient everyone is great and would chose Barnstaple again. [Name withheld].						
10	King George V Ward	Extremely Likely		The staff are very confident and caring.			Female	36-45	Other ethnic group	
11	King George V Ward	Extremely Likely		Well looked after, couldn't ask for better.		A rather long wait (15 hours) in A&E - offered a	Male	over 65	White British	

						drink only while awaiting transfer to a ward.				
12	King George V Ward	Extremely Likely		Helpful and informative staff.			Male	36-45	White British	
13	King George V Ward	Extremely Likely		Everyone is dedicated to helping the patients.			Female	56-65	White British	
14	King George V Ward	Extremely Likely		I have been well looked after by a dedicated team.			Female	26-35	White British	
15	King George V Ward	Extremely Likely		As a holidaymaker, I can only say thank you. Amazing care. One particular nurse has been just so supportive, a very hardworking lady.		Cleanest hospital I have ever been in. The food is more than acceptable. So, to be honest, all has been very good.	Male	over 65	White British	
16	King George V Ward	Extremely Likely		Just top care all the way through, from A&E to MAU and now on KGV. Made very welcome and made so comfortable. Very good indeed.		Not really. I think the health service is wonderful as are the amazing staff. My word, they work hard.	Male	over 65	White British	
17	King George V Ward	Extremely Likely		It is the amazing, wonderful, so patient, professional staff. I will not hear a word said any different about these people. Way above expectations.		Not on this ward. I have to say it. I waited four hours for an ambulance. I fully appreciate the reasons, but so frustrating while lay there waiting in agony. The ward is exceptionally clean and tidy, the food I have eaten has been good, tasty, hot and well served up.	Female	over 65	White British	
18	King George V Ward	Extremely Likely		A very calm, well-run ward. The staff are doing a wonderful job		As I was aware you were coming around the bay, I have been looking to find	Female	over 65	White British	

				of work, all so professional at all times. The staff all seem very happy working on the ward - that is obvious in their approach to the patients.		any fault and, to be honest, I cannot find anything. Lovely and spacious area, spotlessly clean. Not eaten much so cannot really comment on the food.				
19	King George V Ward	Extremely Likely		Really good. My illness causes me a lot of pain, but the nurses and doctors understand that, explaining the treatment as it goes along. The nurses are very good.		Not really. Everything is really good, thank you. The Sodexo staff are nice, really friendly, as are the nurses.	Female	16-25	White British	
20	King George V Ward	Extremely Likely		Amazing staff. Looked after so well. Nothing like they say in the newspapers.		No. I don't think so. Very well looked after by kind people. A very quiet and peaceful ward. Very clean. The food is fine, hot and well plated-up. The sandwiches can be a bit bland and dry at times.	Female	over 65	White British	
21	King George V Ward	Extremely Likely		As I am not used to hospitals, I admit that when I came here last night I was very scared as I never frequent the places. However, I have found the experience very reassuring and cannot thank you all enough.		I cannot think of anything to be honest. A&E were wonderful as is this ward. Breakfast was fine this morning. The staff are just so kind, friendly and caring at all times.	Female	over 65	White British	
22	King George V Ward	Extremely Likely		The staff are kind, helpful, thoughtful, nothing is too much		I have been very well looked after, thank you.	Female	over 65	White British	

				trouble. Just wonderful people.					
23	King George V Ward	Extremely Likely		Everyone has been just very good, thank you. Cannot fault one thing. Such hardworking and caring people.		My care has been excellent. I would like to comment on the amount of paperwork expected of our nursing staff. Surely this is detrimental to the time they can actually spend in looking after the patients, doing what is expected of them and what they are employed to do. I think the apprentice scheme you have here is an excellent idea in bringing nurses into the profession.	Female	over 65	White British
24	King George V Ward	Extremely Likely		A lovely ward. Made very welcome by kind, supportive and understanding staff.		On the ward, the care shown is excellent. I would, though, like to take this opportunity to say that although treated very well and very quickly this time in A&E, my two earlier admissions via A&E were absolutely appalling - made to feel like a nobody and spoken to in a very rude manner. I was treated just so badly that I was very reluctant (and my husband very anxious) to return this time. I was administered morphine in a willy-nilly way by a supposedly professional	Female	26-35	White British

						person. I realise this comment has been added to a ward survey but just wanted it noted. We have also put in our complaint through PALS. This is no reflection on King George V Ward.				
25	King George V Ward	Extremely Likely		The service and care is so good.		No. Very satisfied as it is.	Female	over 65	White British	
26	King George V Ward	Extremely Likely		The staff are pleasant and professional. They do a great job.		More staff needed.	Female	46-55	White British	
27	King George V Ward	Extremely Likely		The staff are friendly and have time to talk.		The food could be improved i.e. bigger portions.	Female	36-45	White British	
28	King George V Ward	Extremely Likely		Clean and efficient.		There should be side rails in the toilet to assist movement.	Female	over 65	White British	
29	King George V Ward	Extremely Likely		The staff are all lovely.		Satisfied as it is.	Female	56-65	White British	
30	King George V Ward	Extremely Likely		The care received from all the staff - so caring.		The food is not very appealing. A wider choice of menu is needed.	Female	16-25	White British	
31	King George V Ward	Extremely Likely		All the nurses are so helpful.		More money is needed for nurses and to improve the car parking facilities. Patients with drug/alcohol addictions should be accommodated separately as they can be very disruptive.	Male	over 65	White British	
32	King George V Ward	Extremely Likely		The nursing staff are very friendly.		Satisfied as it is.	Female	16-25	White British	
33	King George V Ward	Extremely Likely		Everyone takes good care of me.		More cups of tea generally, please.	Female	56-65	White British	

34	King George V Ward	Extremely Likely		The staff have all been very good. A nice small bay area.		Very happy with the service.	Female	56-65	White British	
35	King George V Ward	Extremely Likely		Efficient and responsive to needs - good service.		It has all been very good.	Female	36-45	White British	
36	King George V Ward	Extremely Likely		The service is efficient and the staff are friendly.		All good.	Female	46-55	White British	
37	King George V Ward	Extremely Likely		Good service.		In the emergency department, the staff member looking after me had very strong perfume on. This made me feel nauseous and did not help.	Female	46-55	White British	
1	Lundy Ward	Extremely Likely		Staff very helpful. Very friendly and very, very caring.		Food could be improved.	Male	Over 65	White British	
2	Lundy Ward	Extremely Likely		Exemplary care. Kindness, concern & friendliness.			Female			
3	Lundy Ward	Extremely Likely		Staff extremely polite & very, very helpful. Nothing was too much trouble & they did it all with a smile.			Female	Over 65	White British	
4	Lundy Ward	Extremely Likely		My main reason would be the professionalism and kindness of all the staff - doctors, nurses, consultants, cleaners and tea ladies, and the meals were first class and served with a smile. Thank you. x		You can't get better than first class!	Male	Over 65	White British	
5	Lundy Ward	Extremely		Everyone treated me		No.	Male	46-55	White	

		Likely		so well. Made to feel much better & I didn't feel like 'just a patient'.					British	
6	Lundy Ward	Extremely Likely		Good care & kindness from all the staff. Thank you.			Male	Over 65	White British	
7	Lundy Ward	Extremely Likely		Staff are super.		A few staff are very noisy & don't whisper at night.	Male	Over 65	White British	
8	Lundy Ward	Extremely Likely		Very professional, caring staff. Extremely friendly & helpful & always available & willing to help at any time, including reassurance. I would like to thank all the staff for making what I felt was a scary admission into an experience that kept me calm & let me feel safe & cared for. If I ever had to be admitted I would like to be on Lundy Ward.		No - everything was perfect.	Female	36-45	White British	
9	Lundy Ward	Extremely Likely		Excellent service. All positive. Well done. Everybody so kind.			Female	Over 65		
10	Lundy Ward	Extremely Likely		Had been look after very well.		No.	Male	46-55	White British	
11	Lundy Ward	Extremely Likely		Wonderful hospital & ward (Lundy). Nurses seem very happy and looked after me very well.		Just a shelf in the bathroom to put your wash gear on & a hook for towel.	Female	Over 65		
12	Lundy Ward	Extremely Likely		Very friendly staff.			Male	46-55	White British	

13	Lundy Ward	Extremely Likely		Cannot fault treatment from any staff. [Illegible] nurses who were caring and were very friendly. And always have a smile. Barnstaple Nth. Devon.		No.	Male	Over 65	White British	
14	Lundy Ward	Extremely Likely		Today, I was served fishcakes with sauté potatoes & beans. The fishcakes were disgusting! 60mm diameter x 8mm thick, grey & tasteless. The potatoes were like bits of cardboard. The beans I ate. I have been very happy with all the food to date but this meal was unacceptably bad! [Name withheld].			Male	Over 65	White British	
15	Lundy Ward	Extremely Likely		Kindness from all the staff.		Very satisfied as it is.	Female	over 65	White British	
16	Lundy Ward	Extremely Likely		My first visit to hospital and made welcome - so kind.		I have found it all a much better experience than anticipated.	Female	over 65	White British	
17	Lundy Ward	Extremely Likely		The staff cannot do enough for you - rapid to respond.		Very happy the way I have been treated.	Male	46-55	White British	
18	Lundy Ward	Extremely Likely		Everything and everybody on the ward is wonderful.		We are so lucky with it as it is.	Female	over 65	White British	
19	Lundy Ward	Extremely Likely		The staff are all so good.		Satisfied as it is.	Female	over 65	White British	
20	Lundy Ward	Extremely Likely		Treated so well in all respects.		Excellent as it is.	Female	over 65	White British	

21	Lundy Ward	Extremely Likely		The nurses are very good. A pleasant atmosphere.		Satisfied as it is.	Female	over 65	White British	
22	Lundy Ward	Extremely Likely		Clean and efficient. In very good hands.		They are doing all they can at present.	Male	over 65	White British	
23	Lundy Ward	Extremely Likely		All so kind and helpful.		Very content as it is.	Male	46-55	White British	
24	Lundy Ward	Extremely Likely		Very friendly, personal service.		The TV is not good - complicated to use and too expensive.	Male	over 65	White British	
25	Lundy Ward	Extremely Likely		All staff are friendly, professional and obviously enjoy their work which instils confidence, and they always introduce themselves by name. Nothing is ever too much trouble for them. The ward is clean as well as the bathroom facilities. The standards of hygiene are high with everyone washing hands. It is a well-managed ward, a well-oiled machine with everyone happy in their work. The bay is a manageable size, containing 5 beds with clearly signed toilet facilities which is especially important if you are admitted at night. There is a good choice on the menu		None. I would be happy to come back to this ward if I ever have to be admitted in the future.	Female	over 65	White British	

				but the presentation of the food is poor, not making it look very appetising. I have eaten little due to my condition.						
26	Lundy Ward	Extremely Likely		The nursing staff are absolutely brilliant, nothing is too much trouble. They do not rush the care they give. There is a variety of dishes on the menu and they are able to cater for all dietary needs. The ward is clean.		It would be useful to have somewhere to put stool and urine samples in the toilet / shower rooms for storage before the staff collect them for testing as other patients may need to use the facilities. Also, an air freshener would be advantageous.	Female	56-65	White British	
27	Lundy Ward	Extremely Likely		The HCAs are brilliant, nothing is too much trouble for them. All the medical staff are professional and caring. The bay is of an optimal size with 4 beds. The menu offers a range of dishes but the presentation is lacking, making the food unappetising. The taste is bland and lacking flavour.			Male	over 65	White British	
28	Lundy Ward	Extremely Likely		The care and joviality makes the stay bearable. The food has been well supplied in the right portion amounts and always		None.	Male	56-65	White British	

				with a smile. There is a variety of choice on the menu.						
29	Lundy Ward	Extremely Likely		The staff are very kind and nothing is too much trouble for them. The ward is bright, modern and clean. I have been given a comfortable heart-shaped cushion by the cancer nurse to support my arm and I am able to take it home with me. I understand it was made by a volunteer. The menu offers a choice and it looks fine - as yet, I have only had porridge for breakfast which was very nice.		None.	Female	over 65	White British	
30	Lundy Ward	Extremely Likely		The care received has been, in my opinion, second to none. The stoma team has been excellent.			Male	over 65	White British	
31	Lundy Ward	Extremely Likely		Incredibly friendly and helpful. Attentive.			Female	46-55	White British	
32	Lundy Ward	Extremely Likely		Well looked after by dedicated staff.			Female	56-65	Mixed / Multiple ethnic groups	
33	Lundy Ward	Extremely Likely		The staff have been very good and helpful.			Female	over 65	White British	
34	Lundy Ward	Extremely Likely		A very busy ward. The staff are attentive.			Female	26-35	White British	

35	Lundy Ward	Extremely Likely		All staff have been very good, from consultant through to non-medical staff.			Male	over 65	White British	
36	Lundy Ward	Extremely Likely		I have been well looked after by all the medical team.			Male	over 65	White British	
37	Lundy Ward	Extremely Likely		Clean ward. The staff have been excellent. I have been cared for.			Male	56-65	White British	
38	Lundy Ward	Extremely Likely		The staff are very dedicated. They know what they are doing.			Female	56-65	White British	
39	Lundy Ward	Extremely Likely		The care level has been good. Friendly staff.		The food menu does not allow for a low fat diet. Perhaps something could be added. An HCA sorted out the problem on my behalf.	Female	56-65	White British	
40	Lundy Ward	Extremely Likely		Cleanliness, attentive staff, very well looked after.			Male	46-55	White British	
41	Lundy Ward	Extremely Likely		The staff have been good. My only downside is that I am by the bay nurses' station and the bleeper is going off all the time. Also, I am in a mixed-sex bay which is embarrassing at times.			Male	over 65	White British	
42	Lundy Ward	Likely		Friendly, helpful staff. Quiet surroundings.		Better communication between clinical, medical staff & ward staff.	Male	Over 65	White British	
43	Lundy Ward	Likely		Overall my experience was a positive one, although I think that		I think that communication between staff could be a little	Female	56-65	White British	

				the most appropriate medication could have been decided upon a little earlier so that I could be discharged sooner. I was hugely impressed by one of the HCAs, [name withheld], whose efficiency & hard work was outstanding.		better.				
44	Lundy Ward	Likely		Most of the staff do their best to care for the patients. The facilities are fine. The food is acceptable.		None.	Male	over 65	White British	
45	Lundy Ward	Not entered		Everything fine on Lundy. Would help to dim lights (or off) before 10pm! No other suggestions.			Female			
1	Staples Ward (Stroke Unit)	Extremely Likely		All the ward staff were friendly, helpful and enjoyed a laugh. They all appeared helpful & supportive of each other which led to a really pleasant atmosphere.		Not so much the service but a facility which could be improved. In the patients' toilet, it would be helpful & more hygienic if a shelf were put up next to the sink for toiletries whilst washing - instead of putting on top of bins!	Female	Over 65	White British	
2	Staples Ward (Stroke Unit)	Extremely Likely		Nothing seems too much trouble to any of the staff - so kind and so caring. Very impressed.		Nothing that I can honestly think of. All of the staff have just been so kind. The food I find could be improved - it seems tasteless to me. Cleanliness is excellent at	Male	over 65	White British	

						all times.				
3	Staples Ward (Stroke Unit)	Extremely Likely		The staff seem very overworked and understaffed but they are very kind and attentive, wonderful people.		I have been very impressed by my whole experience. The ward is clean and the food is more than acceptable. Regarding the nursing and the doctor and his team - absolutely fabulous.	Male	over 65	White British	
4	Staples Ward (Stroke Unit)	Extremely Likely		The cleanliness. The staff are all so positive and upbeat. The nurses have been just so supportive and helpful. All so professional, doing a very responsible and demanding job.		The care to my mother has been first class. One piece of advice I would pass on is that when two members of staff are doing a job for the patient (e.g. bathing) please could they chat to the patient at all times about them, rather than just chatting between themselves about menial things.	Female	over 65	White British	
5	Staples Ward (Stroke Unit)	Extremely Likely		The staff are just so caring, lovely people. The ward is nice and bright and very clean at all times.		I am the patient's carer. The patient needs care most of the time. As far as I am concerned, I have witnessed excellent care. Plus, with physio, her progress this last week has noticeably improved.	Female	over 65	White British	
6	Staples Ward (Stroke Unit)	Extremely Likely		10 out of 10. A great team. One particular nurse has been giving me great help, way over and above, but all of the staff are kind, caring and so responsive to		Very difficult really. My care has been fabulous. I must say that last night a man was put in our bay who by the sound of it was very confused. The HCA, I think he was, was trying to get him to use a urine	Female	36-45	White British	

				everyone's needs. All so professional, giving total dedication to their work.		bottle. The patient struggled to use the bottle and the HCA did not seem to have much patience with him, and spoke very sternly to the man - no need really, even more so on a ladies' bay. I am sorry to have had to say this but feel it had to be said. The cleanliness and food is good.				
7	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been so kind and caring. They have been very supportive when I have felt down in the dumps.		Nothing I can think of. Seem to have most of what we need. The food is acceptable. You have to remember it is a hospital. But I think the staff are just wonderful.	Female	over 65	White British	
8	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very kind, made me feel very welcome.		Only been on the ward 24 hours and so difficult to comment really, but the first day has been very good.	Male	over 65	White British	
9	Staples Ward (Stroke Unit)	Extremely Likely		I personally think the staff on this ward are just amazing. They always seem to be around and readily available to help out. The food is very good. The ward is very clean, plus being very busy. I was sent home on the Friday but did not feel good, had to be re-admitted on the		Not really. I personally think I have been looked after very well indeed, way above my expectations. I cannot believe the way the doctors give their time in listening to you, and not just fobbing you off. The Sodexo ladies always serve the food with a kind word and a smile.	Male	over 65	White British	

				Sunday and had to start all over again - seems such a waste of people's time really.						
10	Staples Ward (Stroke Unit)	Extremely Likely		The care and attention has been good.			Female	over 65	White British	
11	Staples Ward (Stroke Unit)	Extremely Likely		I have been very well looked after by all concerned.			Female	over 65	White British	
12	Staples Ward (Stroke Unit)	Extremely Likely		Have been well looked after by dedicated staff.			Male	56-65	White British	
13	Staples Ward (Stroke Unit)	Extremely Likely		Very well looked after.			Male	56-65	White British	
14	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been excellent.			Male	over 65	White British	
15	Staples Ward (Stroke Unit)	Yes	Family member / Carer	Mother had stroke.		No problems at all.	Female			
16	Staples Ward (Stroke Unit)	Yes	Patient	Friendly and professional staff.			Male	36-45	Other ethnic group	
1	Tarka Ward	Extremely Likely		All staff are very friendly & helpful.			Female	Over 65	White British	
2	Tarka Ward	Extremely Likely		All the staff are marvellous. The doctors and nurses are fantastic.			Female	Over 65	White British	
3	Tarka Ward	Extremely Likely		Staff very helpful & very professional. Nothing was too much trouble.						
4	Tarka Ward	Extremely Likely				Having a departure lounge to place those waiting to go home to free up ward beds.	Male	Over 65	White British	
5	Tarka Ward	Extremely Likely		Very caring staff. Couldn't do enough while in their care.			Female	Over 65	White British	

6	Tarka Ward	Extremely Likely		So friendly & caring & very responsive. Big thanks.		Great the way it is. Thanks.	Female	Over 65	White British	
7	Tarka Ward	Extremely Likely		I found the whole experience of staying on Tarka Ward very good. The nursing and health care support workers, were (1) knowledgeable (2) most helpful (3) friendly. All care was efficient and effective. Help asked for was given very quickly even when this ward was very busy. Communication was good at all times. Time and consideration towards all questions. A first class service, well delivered. Thank you.		Probably more staff would make the service delivered even better. A small room available to watch TV, maybe just 3-4 chairs.	Male	56-65	White British	
8	Tarka Ward	Extremely Likely		All the staff were really kind and helpful and, most important, were happy and smiling.		Quieter at night - very noisy on one night. Whilst I appreciate seeing to patients it's the chatting and singing through Thursday night.	Female	Over 65	White British	
9	Tarka Ward	Extremely Likely		Hardworking & very attentive given pressures involved.		More money into NHS.	Male	Over 65	White British	
10	Tarka Ward	Extremely Likely		Staff excellent, work very hard, except one night staff - she was very loud. All very		Staff shortages cause problems. The staff that are there are more than good.	Female	Over 65	White British	

				caring and helpful otherwise.						
11	Tarka Ward	Extremely Likely		All the staff have been friendly, kind & treated me with respect. I have received excellent care during my stay. Thank you very much!			Female	56-65	White British	
12	Tarka Ward	Extremely Likely		The service is ideal and cannot be bettered. The staff are cheerful and helpful and anticipate your needs. The food is second to none - it is flavoursome, attractively presented and appetising.		None.	Female	over 65	White British	
13	Tarka Ward	Extremely Likely		All the staff are very nice and helpful, whether they are cleaning floors or nursing. The shower and toilet facilities are always clean. If you are unable to get to the bathroom, they will bring a bowl to your bed area and help you wash. The food menu provides a lot of choice. The food is variable and not always the meals I would normally eat. The doctors visit every day and keep me		None. They have everything down to a T.	Female	over 65	White British	

				informed.						
14	Tarka Ward	Extremely Likely		The care is excellent from all the staff - cleaners, nurses and medical staff. The facilities are excellent and cleaned daily. There are plenty of hot drinks offered. The food is alright. There is plenty of choice but not of my choosing as I would prefer a greater range of vegetables and with more seasoning.		None.	Female	over 65	White British	
15	Tarka Ward	Extremely Likely		The personal care and assistance from the nursing care has been very good. The facilities are very clean and spotless. The only meal so far, due to my having an operation yesterday, has been a very small omelette and salad, although a night nurse made me some fresh toast later in the evening. The menu looks good and I have made a choice for today.		None.	Female	46-55	White British	
16	Tarka Ward	Extremely Likely		Staff have been good and helpful.			Male	over 65	White British	
17	Tarka Ward	Extremely Likely		The staff are always friendly towards the			Male	over 65	White British	

				patients.						
18	Tarka Ward	Extremely Likely		The staff have been very attentive and friendly.		Doctors need to listen to their patients and treat them with a little more respect, instead of disregarding the patients' questions or worries/fears. However, all other staff, from porters to HCAs and nurses, are friendly, professional and comforting when needed.	Female	26-35	White British	
19	Tarka Ward	Extremely Likely		A friendly atmosphere. The care has been good.			Female	over 65	White British	
20	Tarka Ward	Extremely Likely		Pleasant and helpful, friendly staff.			Male	46-55	White British	
21	Tarka Ward	Extremely Likely		Staff have been very helpful. I have been well looked after.			Male	over 65	White British	
22	Tarka Ward	Extremely Likely		Well looked after by all.			Female	over 65	White British	
23	Tarka Ward	Extremely Likely		Nurses are good - nothing is too much trouble.		I cannot speak highly enough of the nurses.	Male	over 65	White British	
24	Tarka Ward	Extremely Likely		All the staff are absolutely brilliant.		All good.	Male	over 65	White British	
25	Tarka Ward	Extremely Likely		Kind and helpful staff.		Unexpectedly told that I am going home today, so all a bit rushed for me to make arrangements etc. Otherwise, all good.	Female	over 65	White British	
26	Tarka Ward	Extremely Likely		The staff look after you well.		Had to wait in the recovery for a bed post-operation - more beds are	Female	over 65	White British	

						needed.				
27	Tarka Ward	Extremely Likely		Good service and the open visiting is good.		All good. Very busy staff.	Female	over 65	White British	
28	Tarka Ward	Extremely Likely		The care has been excellent from all the staff.			Female	56-65	White British	
29	Tarka Ward	Extremely Likely		Very well looked after by a very dedicated staff.			Female	over 65	White British	
30	Tarka Ward	Extremely Likely		Very caring. I don't feel pressured.		The ward at night is cold at times.	Female	56-65	White British	
31	Tarka Ward	Extremely Likely		All have been very good and caring.			Female	56-65	White British	
32	Tarka Ward	Extremely Likely		I have been very well looked after.			Female	over 65	White British	
33	Tarka Ward	Extremely Likely		Friendly and helpful staff - always available when needed.			Male	16-25	White British	
34	Tarka Ward	Extremely Likely		Dedicated staff, willing to help wherever possible.			Male	over 65	White British	
35	Tarka Ward	Likely		Very caring nursing - particularly HCA [name withheld] & apprentice nurse [name withheld].		Clearing tables would be helpful - if bed bound.	Female	Over 65	White British	
36	Tarka Ward	Likely		Nurses were very nice and helpful. Food people were very friendly and helpful.		Reduce TV costs.	Male	36-45	White British	
37	Tarka Ward	Likely		The nursing staff is good, caring and nothing is too much trouble. Unfortunately, I am in a bay with patients with early onset dementia which		The patient documentation at the end of each bed should not have name and address visible to possible viewing by visitors or general staff/persons - data	Male	36-45	White British	

				leads to disturbance at night with bells/buzzers going and, obviously, these patients take more nursing care time. The menu choice has a good selection. The food is generally good, although I would like larger portions.		protection rules.				
38	Tarka Ward	Likely		Looked after well.		All fine.	Male	over 65	White British	
39	Tarka Ward	Not entered		Consideration, attention & kind nursing - friendly too.				Over 65	White British	
40	Tarka Ward	Not entered		The reason I put two gradings is because with regard to my experience it was a bit stressful with those patient alarms and sometimes mad shouting but, with regards to care & treatment, I was impressed with the service & friendliness, particularly [names withheld]. All were good though and should receive medals for tolerating those [expletive omitted] alarms!!		Maybe have minibar beside each bed.	Male	36-45	White British	
41	Tarka Ward	Not entered		The staff were very supportive. Kept us		Could prescriptions be delivered more promptly	Female	Over 65	White British	

				informed of how my husband was progressing. Informed us well on discharge about management and aftercare. Generally, a good experience throughout.		to help us leave for home rather than waiting around?				
1	Victoria Ward	Extremely Likely		Very pleased with the care I have been given with all the nursing staff - can't do enough for you.		Be nice to have a hot drink earlier than wait for breakfast one.	Female	Over 65	White British	
2	Victoria Ward	Extremely Likely		The staff are friendly & caring and they kept me informed at all times. I always felt like they cared about me as a patient and a person and they were great with my family too.			Female	36-45	White British	
3	Victoria Ward	Extremely Likely		Warm, kindly, considerate care given - by staff and Sodexo workers.		No.	Male	Over 65	White British	
4	Victoria Ward	Extremely Likely		I have been on the ward 3 times in the last 2 months and can give it 10 out of 10 in every department. All teams are top notch and with good management. [Name withheld]		Vinegar and sauces almost impossible to open. Empty water bottles in men's WCs.	Male	Over 65	White British	
5	Victoria Ward	Extremely Likely		I have had good care from all staff. Nurses are very caring & kind			Male	Over 65	White British	

				& helpful.						
6	Victoria Ward	Extremely Likely		The doctor & nurses working on this ward are both pleasant and hardworking and their attention at all times is excellent.			Male	Over 65	White British	
7	Victoria Ward	Extremely Likely		Nothing's too much trouble for any staff, even though they were under lots of pressure. Everything explained clearly. Lots of care ensuring I felt safe & informed. First time staying in hospital, so much gratitude.			Female	56-65	White British	
8	Victoria Ward	Extremely Likely		Been well looked after.			Female	over 65	White British	
9	Victoria Ward	Extremely Likely		Made to feel at ease and comfortable by staff.			Female	over 65	White British	
10	Victoria Ward	Extremely Likely		The staff have been friendly and helpful.			Female	26-35	White British	
11	Victoria Ward	Extremely Likely		Friendly staff. I have been listened to. My questions have been explained.			Female	46-55	White British	
12	Victoria Ward	Extremely Likely		The staff are good and attentive.			Female	over 65	White British	
13	Victoria Ward	Extremely Likely		For breakfast this morning, I had porridge which was very good - just like I would make it at home. The nursing staff are very helpful.		None at this stage, everything appears to be alright.	Female	over 65	White British	

14	Victoria Ward	Extremely Likely		I am full of praise for all the staff, whether nurses, cleaners or staff delivering meals - they are all wonderful people. The shower facilities have little hanging space for dry clothing and minimal dry floor space. The menu is satisfactory as many dishes are repeated each day, particularly breakfast and evening meals. The main midday meals have been very good.		None.	Male	over 65	White British	
15	Victoria Ward	Extremely Likely		The genuine care that the staff show on this ward is what has been most important - it has been impressive. The leadership of the staff leads to a happy and efficient ward. I find mass catering not to my taste, although the food is good for what it is.		Communication with other hospitals is limited, especially when waiting to be transferred.	Male	over 65	White British	
16	Victoria Ward	Extremely Likely		The facilities are really first class but, other than books from the library trolley, there is little else to do if you do not have your own tablet. The media		It would be useful if the menu sheet indicated whether meals/dishes were suitable for diabetics and for gallstones.	Male	over 65	White British	

				centre at each bed is too expensive. The care by nursing and medical staff is first class. The support staff are very friendly when they have time. The food is variable in quality. There is a range of portion sizes. The salads are excellent.						
17	Victoria Ward	Extremely Likely		Service has been excellent.			Male	over 65	White British	
18	Victoria Ward	Extremely Likely		Been looked after well by all.			Male	over 65	White British	
19	Victoria Ward	Extremely Likely		All the staff have been very good and understanding.			Female	over 65	White British	
20	Victoria Ward	Extremely Likely		The staff have been excellent.			Male	56-65	White British	
21	Victoria Ward	Extremely Likely		Nothing is too much trouble for the staff.			Female	56-65	White British	
22	Victoria Ward	Extremely Likely		Staff very helpful, polite and attentive.			Female	56-65	White British	
23	Victoria Ward	Extremely Likely		Nothing seems to be too much trouble.			Female	over 65	White British	
24	Victoria Ward	Extremely Likely		Very well looked after.			Female	over 65	White British	
25	Victoria Ward	Extremely Likely		The staff are very professional and kind - they can't do enough for you.			Female	56-65	White British	
26	Victoria Ward	Extremely Likely		The staff have been very good.			Male	over 65	White British	
27	Victoria Ward	Extremely Likely		Efficient and helpful staff.			Male	56-65	White British	

28	Victoria Ward	Extremely Likely		Everyone has been very nice and understanding.			Female	over 65	White British	
29	Victoria Ward	Extremely Likely		Everyone has been very pleasant and helpful.			Female	over 65	White British	
30	Victoria Ward	Extremely Likely		They seem to know what they are doing.			Male	over 65	White British	
31	Victoria Ward	Extremely Likely		Well treated by all the staff.		Listen to the patient about their understanding of their condition.	Male	16-25	White British	
32	Victoria Ward	Extremely Likely		Everything I have needed has been done immediately.		Maybe the food menu should be re-looked at i.e. cheese and biscuits are no longer offered as an alternative sweet option.	Female	over 65	White British	
33	Victoria Ward	Likely		Doctors and nurses were very polite and helpful.		No.	Female	Over 65	White British	
34	Victoria Ward	Likely					Female	Over 65	White British	Do not publish
35	Victoria Ward	Likely		Certain aspects of the waiting to go to Exeter are confusing. Night staff could be quieter.		Better communication about when going to Exeter.	Male	46-55	White British	
36	Victoria Ward	Likely		The nursing staff are very good. They are helpful, generally pleasant and efficient. The ward is kept clean and I am made to feel comfortable. I am self-sufficient with media as I have my iPad and mobile phone, which is important to me as I am likely to be in for at		Generally, I am happy with the service. The wifi service is poor and intermittent.	Male	over 65	White British	

				least a couple of weeks. The menu and quality of food is adequate.						
37	Victoria Ward	Likely		The ward is nice and quiet. All the staff so far have been grand, they are happy and helpful. They offer plenty of hot and cold drinks. The menu appears pretty good so far.		None at this stage.	Male	56-65	White British	