

## Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Dec-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	Patient request for anonymised comments not to be made public
1	Alexandra Ward	Extremely Likely		Been well treated.		The food quality is poor - bland.	
2	Alexandra Ward	Extremely Likely		The staff have been very good and understanding.			
3	Alexandra Ward	Extremely Likely		The staff are very helpful and understanding.			
4	Alexandra Ward	Extremely Likely		I am finding this ward very calming. The staff are helpful.			
5	Alexandra Ward	Extremely Likely		Everyone has been very helpful.			
6	Alexandra Ward	Extremely Likely		All the staff are so friendly.			
7	Alexandra Ward	Extremely Likely		The staff have been excellent. I don't know how they cope with the volume of work and keep so happy.			
8	Alexandra Ward	Extremely Likely		The treatment has been very good.			

9	Alexandra Ward	Extremely Likely		The staff are very kind and helpful.		Perhaps the doctors should talk to one another before changing medication.	
10	Alexandra Ward	Extremely Likely		The staff are kind and considerate.			
11	Alexandra Ward	Extremely Likely		Everyone has been so kind and helpful.			
12	Alexandra Ward	Extremely Likely		Very well treated by all the staff.			
13	Alexandra Ward	Extremely Likely		I have been very well looked after.			
14	Alexandra Ward	Extremely Likely		The staff are excellent across the range, including Sodexo staff.			
15	Alexandra Ward	Extremely Likely		The service I have received has been perfect.			
16	Alexandra Ward	Extremely Likely		Excellent staff. I have been well treated by all.			
17	Alexandra Ward	Extremely Likely		Have been well looked after.			
18	Alexandra Ward	Extremely Likely		Have been well looked after by dedicated staff			
19	Alexandra Ward	Extremely Likely		The quality of service I've received is first rate.			
20	Alexandra Ward	Likely		I have been well looked by all.			
21	Alexandra Ward	Likely		Alex Ward staff very good, especially [names withheld]. Nothing was ever too much. I do have concerns about the way physio [name withheld] spoke to myself and others - I'm informing PALS. Very clean, friendly environment.		I don't feel staff talk privately about you. They where discussing my care in corridor where other patients could hear vice versa. They should talk in office, confidentiality is important.	
1	Capener Ward	Extremely Likely		Everyone appears to be efficient and kind.			
2	Capener Ward	Extremely		Very good and understanding			

		Likely		staff.			
3	Capener Ward	Extremely Likely		The staff have been very helpful.			
4	Capener Ward	Extremely Likely		The staff are very kind, helpful and understanding.			
5	Capener Ward	Extremely Likely		Everyone is so kind and helpful.			
6	Capener Ward	Extremely Likely		Staff are friendly, nothing is too much for them, very caring		I have been in hospital since last Friday and have been moved four times so far. I'm not happy with that situation. Glossop was the ward I should have stayed in.	
7	Capener Ward	Extremely Likely		Service from all the staff has been excellent. Nothing is too much trouble.			
8	Capener Ward	Extremely Likely		The staff have been so kind and understanding.			
9	Capener Ward	Extremely Likely		The staff are very understanding.			
10	Capener Ward	Extremely Likely		Well looked after by all.			
11	Capener Ward	Extremely Likely		Friendly and helpful staff. A very clean bay.			
12	Capener Ward	Extremely Likely		Very busy staff, but always available to help.		I think we need more nursing staff.	
13	Capener Ward	Extremely Likely		I have had very good treatment.			
14	Capener Ward	Extremely Likely		The staff have been very good and friendly.			
15	Capener Ward	Extremely Likely		The nursing staff are kind and considerate. The ward is very clean.			
16	Capener Ward	Extremely Likely		All doctors, nurses and Sodexo staff have been excellent.			
17	Capener Ward	Extremely Likely		The staff have been so kind and helpful.			

18	Capener Ward	Extremely Likely		The staff are friendly, helpful and always make you feel important.		Happy the way it is.	
19	Capener Ward	Extremely Likely		The staff are so helpful.		Good as it is.	
20	Capener Ward	Extremely Likely		Friendly staff.		No. It is good as it is.	
21	Capener Ward	Extremely Likely		The staff cannot do enough for you.		No.	
22	Capener Ward	Extremely Likely		Except there wasn't a choice!		More communication about condition of patient.	
23	Capener Ward	Extremely Likely		Everybody was very kind & obliging. I was happy with my treatment, without asking for more. Staff seemed well up to date with modern treatments which I had never heard of. All friendly & happy bunch.		Stop putting me next to a patient who continually complained & was stricken with verbal [illegible].	
24	Capener Ward	Extremely Likely					
25	Capener Ward	Extremely Likely		This is a lovely, caring ward. Many thanks for your help. [Name withheld]			
26	Capener Ward	Extremely Likely		All staff have been so kind and helpful. Nurses are wonderful. Nothing is too much trouble, even though they have so much to do and often demanding patients. Well done all of you. [Name withheld]			
27	Capener Ward	Extremely Likely					Do not publish
28	Capener Ward	Extremely Likely		Excellent care. Food very good.			
29	Capener Ward	Likely		The care has been very good.		Satisfied as it is.	
30	Capener Ward	Likely		Thank you kind, helpful staff of Capener Ward!			

31	Capener Ward	Likely					Do not publish
1	Caroline Thorpe Ward	Extremely Likely		Nice environment. Very friendly, made me very welcome.		Nothing that I can think of, thank you. Also, my parents have been looked after.	
2	Caroline Thorpe Ward	Extremely Likely		100% total care. All very good indeed.		As a parent, I was very anxious regarding our daughter while talking for a long time with a member of staff on arrival. It would have been nice to have had a drink for instance, or support from someone else. This is said as a recommendation for future patients/parents and not a complaint as our daughter has been given 100% care at all times.	
3	Caroline Thorpe Ward	Extremely Likely		I think they are just brilliant. Communication is excellent, the staff listen at all times. They are so kind and caring. We are regulars here and the care is always of the highest standard. Questions always answered in layman's terms.		The care is fabulous. Hooks in the shower would be helpful to us as parents, especially - it would save everything getting wet.	
4	Caroline Thorpe Ward	Extremely Likely		Fabulous staff - so caring, so kind and understanding. A very professional team, as were the staff in A&E.		No. I just think the word to use is perfect! That says it all, I guess.	
5	Caroline Thorpe Ward	Extremely Likely		I cannot fault any of the care given to our daughter. Nothing is too much trouble for any of the staff. I include the Sodexo staff in my comments.		Nothing I can think of. I only have praise for the wonderful staff on the ward.	
6	Caroline Thorpe Ward	Extremely Likely		The attention that the staff show to the children is amazing. They are so kind, caring and professional.		I cannot think of anything as I think the care shown is amazing. I can only say a huge thank you to all of you for the way you have not only cared for our son, but for the care	

						and compassion shown to me as well.	
7	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are attentive and friendly and communicate well.	[Names withheld].	Nothing.	
8	Caroline Thorpe Ward	Yes	Not entered	Fantastic service - very efficient. Great ward, clean, friendly. [Name withheld] brilliant with child - explained situation clearly & logically.	Dealt with quickly & respectfully. Great service looking after child so we could have time with doctor.	Nothing. Everything explained. Treated child responsibly & safely.	
9	Caroline Thorpe Ward	Yes	Patient	I was well looked after and the food was good.	The staff. Food.	Nothing.	
10	Caroline Thorpe Ward	Yes	Not entered	Because they make sure everyone always has what they need and all doctors / nurses are extremely hard working. Daughter was treated as a person, all questions were directed to her. Very good person-centred care.	The friendliness of the staff and how frequently they update their patients. Staff were very informative, kept my daughter up to date with her treatment. Very caring.	Nothing. I agree, hospital stays are not where you would want to be - daughter really wanted to go home but there is nothing we would change about her stay.	
11	Caroline Thorpe Ward	Yes	Patient	Everybody was very kind and helpful and made me feel a lot better. Everybody always was very calm which made me calm also. Listened too. Thank you very much. x	When I came here I was really stressed and I did not feel good at all. They helped calm me down and feel better.	Nothing.	
12	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Respected. Attentive. Caring. Felt looked after. Listened to.	My daughter was cared for & respected. Both of us were well looked after.	Felt there's a lack of knowledge on diabetic hypo's - suspect hyper's are potentially treated more ketedosis.	
13	Caroline Thorpe Ward	Yes	Not entered	Because the staff were lovely and very accommodating. Gave good & clear instructions for aftercare. Room was clean & homely.	Friendly staff. Lovely room. Quick & efficient.		
14	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The care & attention we received was amazing. Everything was explained to us about the treatment little one was getting	Firstly, the care we received was first class. Secondly, all the staff were brilliant, friendly, helpful, knowledgeable and caring. I was		

				and what may / could happen as things progress. It's important to know what's going on & why.	alone a lot (with little one) on the ward & they were a great comfort to me.		
15	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
16	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Looked after wonderfully by nursing team. Thank you for all your help & support.			
17	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We feel we have been very well looked after, from start to finish. All the nurses and staff have been so kind and caring and have made our stay as comfortable as possible. The ward was very clean but also with a family feel.	[Name withheld], our nurse, was just lovely. The hospital school really helped to pass the time and were also very friendly.	The food menu wasn't very child-friendly and the custard was too runny.	
18	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very respectful and helpful.			
19	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Thank you very much to amazingly kind & informative staff.			
20	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	I was so scared and nervous about [name withheld] and the staff put me at ease and helped so much. Thank you.	All the staff.	Nothing.	
21	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Having spent a week here with my little baby I couldn't of been made to feel more at home. My little boy was well cared for and the nurses showed such love and warmth towards him.	Mainly the staff that cared for him, it made all the difference to the whole experience.		
22	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic nursing staff. Extra special thanks to [name withheld] for looking after both me & my baby. Student nurse [name withheld] should also get a thank you for being amazing.			

23	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are amazing, went above and beyond.	Didn't stay. We got to go home.		
24	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing staff, so friendly and patient. Thank you! x	Nurses & doctors couldn't do enough to help us. Amazing!		
25	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, caring staff, kept me informed at all times. Nothing too much trouble.	Excellent playroom.	Separate room as it was very noisy. Hooks in bathroom but I've been advised why this isn't possible.	
26	Caroline Thorpe Ward	Yes	Not entered	Because the doctors & nurses were brilliant. I love the Christmas tree & Christmas music.	Playroom, especially the PlayStation & air hockey.	Absolutely nothing can be done better.	
27	Caroline Thorpe Ward	Yes	Not entered	Very friendly nurses.			
28	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff went above & beyond to ensure my son was happy & comfortable. They also directed questions to him which was amazing.	The playroom was wonderfully equipped & staff were always happy & great Christmas vibe.		
29	Caroline Thorpe Ward	Yes	Not entered	Everyone was so kind & caring and wanting to help.	Everyone was really friendly & welcoming with a quick transaction from A&E to the ward.		
30	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Little boy was looked after. Didn't feel unwanted after coming two weeks ago.	Kept informed.	Quicker results.	
31	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Polite, friendly staff.	Politeness, friendly, helpful & attentive.	N/A.	
32	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The care my son received was excellent, hospital very clean & staff very friendly.	Care & friendly staff.		
33	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Every single member of staff have been amazing to me & [name withheld].	The nurses made a horrible situation a little easier for me to deal with because of all the care and attention.	Nothing. Thank you so much, [names withheld].	
34	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Nothing is too much trouble, always going out there way to make sure you both ok.	Lovely nurses.	Nothing.	

35	Caroline Thorpe Ward	Yes	Patient	Relaxed, kind & caring approach - made [name withheld] feel at ease.	Speed. Caring nature of staff.	Nothing.	
36	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Kind, caring and excellent staff. Thank you. x			
37	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care, friendly staff. Well informed. Minimal waiting. Ward is very clean. Playroom is clean & well equipped.		N/A.	
38	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were kind and friendly and looked after her very well.			
39	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
40	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing care.	Loving & kind staff.		
41	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful. Thank you.	Nice coffee but great advice.	Nothing.	
42	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Swiftly seen to. Questions answered fully. Reassured.			
43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My daughter is always well looked after and loves coming here.	Everything.	Nothing.	
44	Caroline Thorpe Ward	Yes	Not entered	Because everyone is kind.	Everything.	Nothing.	
45	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone nice and kind.	Staff are amazing. Pantomime was great.		
46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Doctors & nurses were all amazing, nothing was too much trouble. [Name withheld] was happy with everyone. We were very happy with the care given.	Clean & comfortable. Staff were very friendly & kind.		
47	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff members who tended to our daughter were polite, professional and understanding. We are satisfied with the treatment she received.	The high level of care our daughter received.	No.	

48	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Quick response, friendly team.	As short as possible!	Nothing.	
49	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff lovely and friendly, helpful and caring.	All staff have been amazing.		
50	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly staff & attentive. Quick to respond.	Quiet & allowed us to rest.	Response time for issuing medicine & pharmacy issue.	
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff. Helpful & informative paediatrician.	Quick and efficient, but thorough.		
52	Caroline Thorpe Ward	Yes	Patient	The people here are very nice to me.	When the doctors and nurses weren't there, I always had something to do. They helped me.		
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff always ready to help and always happy. The care was fantastic and nothing was too much trouble. Thank you. x	I was made to feel valued & was looked after as well as my child. Kept up to date on care plan too.		
54	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care for my child and myself. Thank you so much.	See previous answer.	Nothing.	
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great standard of care.	Friendliness of staff, quality of care, cleanliness.	Nothing.	
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We have had a great experience this time with nurses being fantastic, really listening to needs and following up. Doctors have been great. Know us as a family and the impact hospital visits have as we live so far away.	As overleaf.	Menus are not really child-friendly. I know there is a chips menu but it would be nice to see things like plain cheese / ham sandwiches, pasta & tom sauce etc.	
57	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff brilliant, friendly and caring. Put our minds at rest.	The care was brilliant & we were taken care of quickly, thoroughly.		
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	First class care & support given. Couldn't ask for any more.	Staff exceptional.	Nothing.	
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone was really helpful and gave us the information that we needed.	Kind nurses and doctors.	Nothing.	
60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Feel relaxing, all the staff make you feel welcome. Good manners & lots of toys.		Nothing.	

61	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing staff on ward. Even though it wasn't anything to serious, it's still scary & the fact that everyone was so kind & attentive made it easier.	Level of comfort. Everyone couldn't do enough for us. And, to top it off, it was Christmas so people were really going out of their way to make it as good as possible.	Nothing really.	
62	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We were seen quickly and looked after very well all day. Thank you to [name withheld] for being lovely and very patient.	Very caring staff.		
63	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone's friendly, helpful and professional.	Everyone's nice and helpful.	Nothing. Very happy with the service.	
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Both nurses and medical staff were extremely reassuring in a difficult situation. Everyone was polite and welcoming.	The promptness of being seen.	Nothing. Truly excellent service.	
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer		Very efficient, charming & friendly nurses & doctors. Communication was outstanding.	Very noisy at night.	
66	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly & helpful staff.	That they helped my daughter quickly.	No, you were fantastic!	
67	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff are really friendly, they are very informative and helpful. Anytime I've had to bring my daughter here they've been fantastic.	How quick and helpful everyone is. How caring and kind the staff are. They listen to your concerns which is really important.	Nothing. This ward is always fantastic.	
68	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Good help. Well explained. Good atmosphere. [Illegible] very calm.	As before.		
69	Caroline Thorpe Ward	Yes	Patient	The staff were all so friendly and happy to help me whenever I wanted them.	How helpful and nice all of the staff are.	Nothing really.	
1	Fortescue Ward	Extremely Likely		The staff are very easy-going.		None.	
2	Fortescue Ward	Extremely Likely		All the staff are very kind. They will bring you things when required or asked for and help to make you comfortable. They are		None.	

				cheerful and friendly. The food is adequate with plenty of choice on the menu.			
3	Fortescue Ward	Extremely Likely		The ward is very clean and they allow me to have the window open that is next to my bed during the day for fresh air. The medical and nursing staff are absolutely brilliant, they provide pain relief when you need it. The food is very good, with an excellent choice on the menu. Unfortunately, I disagree and do not like the Hospedia service which is very expensive.		To remove the current TV/media service and provide a better internet service so patients can use their own devices. There is also, on occasions, disruption from other patients shouting and calling out.	
4	Fortescue Ward	Extremely Likely		All the staff treat you professionally with a caring and friendly manner. The cleaners are absolutely spot on and keep the ward clean every single day. The food is ok but not like home cooking. The choice on the menu is satisfactory with a choice of portion sizes.		Nothing. It cannot be faulted.	
5	Fortescue Ward	Extremely Likely		All the medical staff treat you like family. They are professional and explain clearly why they are treating you in a certain way. The food is excellent, with a good choice on the menu, particularly the porridge at breakfast. The care staff are particularly good at making you feel at ease when helping with personal washing and showering.		No. Everything is excellent.	
6	Fortescue Ward	Extremely Likely		The nursing staff treat you as an individual. The bay is always kept		None.	

				clean. I like the food. They make it easy for me to manage to swallow and the choice is good.			
7	Fortescue Ward	Extremely Likely		The nurses are so helpful and hardworking.		Very satisfied the way it is.	
8	Fortescue Ward	Extremely Likely		All very helpful. Easy to get on with all the staff.		Satisfied as it is.	
9	Fortescue Ward	Extremely Likely		A friendly and clean ward.		Very good as it is.	
10	Fortescue Ward	Extremely Likely				Occasionally, during staff meal breaks, the service can be disrupted.	
11	Fortescue Ward	Extremely Likely		The staff are so pleasant.		Quite happy the way it is, but I would appreciate a daily paper.	
12	Fortescue Ward	Extremely Likely		The staff are so wonderful.		Increase staff pay.	
13	Fortescue Ward	Extremely Likely		Friendliness of the nurses.		More staff - the nurses are overworked.	
14	Fortescue Ward	Extremely Likely		All the staff are so good.		I cannot find fault.	
15	Fortescue Ward	Extremely Likely		The staff are good - tell you about the things you need to know.		Satisfied as it is.	
16	Fortescue Ward	Extremely Likely		Everything is good. The nurses are lovely.		Very good as it is.	
17	Fortescue Ward	Extremely Likely		It is fantastic. Marvellous, kind and caring staff. Nothing is a problem to any of them.		More staff, I guess.	
18	Fortescue Ward	Extremely Likely		The staff are just so kind and helpful at all times.		No, thank you. I am very happy with everything, and I do mean everything.	
19	Fortescue Ward	Extremely Likely		The treatment on the ward has been excellent.			
20	Fortescue Ward	Extremely Likely		The staff are very good and helpful.			
21	Fortescue Ward	Extremely Likely		The staff are so kind and understanding.			

22	Fortescue Ward	Extremely Likely		Brilliant!			
23	Fortescue Ward	Not entered		Have already been a patient on another ward. Plus, having done 'League of Friends', I was very happy and would recommend it to anyone.			
1	Glossop Ward	Extremely Likely		I have been treated very well by all of the staff.			
2	Glossop Ward	Extremely Likely		The staff are very good.		Delays for various appointments have been upsetting, but I accept that some delays are unavoidable.	
3	Glossop Ward	Extremely Likely		Staff are both friendly and helpful.			
4	Glossop Ward	Extremely Likely		The staff are very good, helpful.			
5	Glossop Ward	Extremely Likely		A well-organised ward with friendly, caring staff.			
6	Glossop Ward	Extremely Likely		Friendly and caring staff.		The care here is better than the care provided at home by social services. The car parking at this hospital is not acceptable. It adds to the stress when you're coming to see ill relatives.	
7	Glossop Ward	Extremely Likely		Brilliant care. I have no complaints.		It cannot be improved.	
8	Glossop Ward	Extremely Likely		Nothing is too much trouble for the nurses.		No. I have no complaints. I have never been in hospital before.	
9	Glossop Ward	Extremely Likely		The staff are excellent. They need more staff and a separate unit for patients with psychiatric problems who need one-to-one care.		The hospital needs a detox unit for drug and alcohol addicts who can be disruptive to other patients.	
10	Glossop Ward	Extremely Likely		Most of the staff have been excellent, with two exceptions who were agency staff.			

11	Glossop Ward	Extremely Likely		The staff are very caring and understanding.			
12	Glossop Ward	Extremely Likely		I have been well looked after by a very dedicated and friendly staff.			
13	Glossop Ward	Extremely Likely		I have had nothing but excellent treatment by all the staff, including the Sodexo staff.			
14	Glossop Ward	Extremely Likely		The main reason for my response is that I have been in the hospital for 5 days and the care I have received has been marvellous. The staff have been really caring, lovely and so kind. The food is excellent as well.		No.	
15	Glossop Ward	Extremely Likely		Staff were kind & caring & very helpful.		When patient goes for dialysis, how is it they cannot get a hot meal when they get back after 1pm?	
16	Glossop Ward	Extremely Likely		The staff have all been kind, efficient and professional. The ward has a very friendly atmosphere.			
17	Glossop Ward	Extremely Likely		Very friendly, caring staff - also, professional.			
18	Glossop Ward	Extremely Likely		The excellent and caring staff always went the extra mile for your care.			
19	Glossop Ward	Extremely Likely		All of you deliver excellent care and the manner is wonderful.		None. All brill.	
20	Glossop Ward	Extremely Likely		All staff have treated me with respect and told me about my treatment in full. Everyone cared.			
21	Glossop Ward	Extremely Likely					
22	Glossop Ward	Extremely Likely		One night staff male was very rude to me - no need for it.			
23	Glossop Ward	Extremely Likely		Friendly, helpful staff, always ready to help when needed.			

24	Glossop Ward	Extremely Likely					
25	Glossop Ward	Extremely Likely		Very friendly & efficient staff. Nothing was too much trouble. Good food.			
26	Glossop Ward	Extremely Likely		First class care. All on a first names basis. Nothing was too much trouble. It's a pity the government can't come & see the loyalty all levels of staff commit to. Thank you all. xxx		Can't improve perfection.	
27	Glossop Ward	Extremely Likely		Because the staff are very helpful and nothing is too much trouble, and always got a smile on the faces.			
28	Glossop Ward	Extremely Likely		All members of the Glossop team provided a professional and caring service. The management of this hospital can be justly proud of creating a supportive group. My thanks to you all at this time.		Do not change a 'winning' team.	
29	Glossop Ward	Extremely Likely		Very friendly and helpful staff.			
30	Glossop Ward	Extremely Likely		Fantastic staff at every level of care. Such a great [illegible] for our NHS systems. Critics, if you ill try it. Nothing too much trouble from everybody for care & kindness. Nothing too much trouble.		Can't think of any. Well done all.	
31	Glossop Ward	Extremely Likely		Great staff, great care & understanding to all patients. Well done - keep it up. All good.		Please update ward.	
32	Glossop Ward	Extremely Likely		Very clean, food excellent, staff fantastic, 100% very helpful, plenty drink. Can't fault			

				anything!!!			
33	Glossop Ward	Extremely Likely		Treat you well.			
34	Glossop Ward	Extremely Likely				The speedier supply of medicines to take home would free up beds much more quickly. Consultant informed me I could go home at 11.30am - still awaiting medication at 5.30pm.	
35	Glossop Ward	Extremely Likely		All staff pleasant & helpful.			
36	Glossop Ward	Extremely Likely		Caring staff, attentive and quick to respond.		No.	
37	Glossop Ward	Extremely Likely		All staff very friendly, caring and polite.			
38	Glossop Ward	Extremely Likely		Every single person I dealt with had a pleasant attitude. Genuinely caring and always professional. Particular mention for [name withheld]. A complete star!			
39	Glossop Ward	Extremely Likely		Quality of care. Very kind & understanding. Friendly staff make happy patients. On entry into hospital, diagnosed and returned home in 7 days.			
40	Glossop Ward	Extremely Likely					
41	Glossop Ward	Extremely Likely		Medication given on time. The staff always professional & polite. Clean bedding every day. And they put up with me.			
42	Glossop Ward	Extremely Likely		All staff have been found caring, attentive and make you feel at ease.		No.	
43	Glossop Ward	Extremely		Staff friendly and helpful.		No TV in my room.	

		Likely					
44	Glossop Ward	Extremely Likely		First class staff. Nothing too much trouble.			
45	Glossop Ward	Extremely Likely		Fantastic service by the nurses. More pay for them.		Great service.	
46	Glossop Ward	Extremely Likely		Very kind doctors and nurses, extremely helpful and non-judgemental, always have time to listen.		No.	
47	Glossop Ward	Extremely Likely		The care is so good. All staff was pleasant & caring. Don't rush looking after you, although busy. Help each other out when ward is short of staff. Nothing is ever too much for them.		Shame meds for going home can't be prepared faster although I why it's not [illegible].	
48	Glossop Ward	Extremely Likely		Extremely helpful and friendly staff. Informative and accommodating. The staff serving food and drink and cleaning staff also very friendly. Questions answered quickly and all aspect of care considered. Wonderful trainee nurse & all staff I was helped by.		My personal service in both wards was excellent and I wouldn't change a thing.	
49	Glossop Ward	Likely		The staff are good but there are not enough of them.		All good. The Sodexo staff do not get mentioned enough - they are so good and so kind.	
50	Glossop Ward	Likely		Your staff are so patient and helpful. I cannot praise them enough. No one covers their mouth when they cough!!! I find that most disgusting.			
51	Glossop Ward	Likely		I felt the staff over all shifts were caring and attentive - always made time for you, offering comfort and support.		Perfect as you are.	

52	Glossop Ward	Likely		Staff 5*.			
53	Glossop Ward	Likely		1) So very grateful for the care, kindness & skill of all members of staff & full of admiration for their calm ability to handle what seemed & sounded very difficult people. 2) Two nights disturbed by the above with noise, lights & activity but still a very sincere thank you!		How can discharged patients show gratitude? Is it not possible to wheel noisy people into a corridor at night? (Probably not PC!). Staff still quite amazing!	
54	Glossop Ward	Likely		Great staff. Helpful.			
55	Glossop Ward	Likely		The staff are fantastic and do a great job.		You need a detox centre.	
56	Glossop Ward	Likely		Somes attitude not as good as others (minority).		Food not very good.	
57	Glossop Ward	Likely		Most people / nurses were extremely kind and compassionate. The food prep and quality of food was excellent. I have no complaints other than the odd one or two being less compassionate.			
58	Glossop Ward	Likely		I said 'Likely' because I was not treated for a respiratory condition and respiratory wards are noisy at night. Otherwise, I would have said 'Extremely likely'. The staff nurses were great. Sodexo staff friendly. [Name withheld] SN was brilliant. Doctors friendly, too. Thanks Glossop! x		Hot drinks at the weekend were hit & miss. Hospital food - still not great.	
59	Glossop Ward	Likely		Staff are excellent. Downside, very busy & noisy ward. Happy with the care received.		No.	
60	Glossop Ward	Likely		Great team of really helpful		Less noise from other patients	

				nurses and doctors. They all really got me through a really tough time. I have come out a better person.		(joke).	
61	Glossop Ward	Likely					
62	Glossop Ward	Neither Likely nor Unlikely		Staff are amazing!! Everyone I came in contact with were so helpful & friendly. But through what I was going through the cramped room with patients was uncomfortable.		Staff work harder than they should. Pump more money into nursing.	
63	Glossop Ward	Don't Know					
64	Glossop Ward	Not entered		Excellent staff & nurses. I think they deserve a pay rise. Food excellent & portions.		Medication to be dispensed on time of departing. Some of doctors grumpy [illegible]!!!	
65	Glossop Ward	Not entered		I was only in ward for a day but was treated fantastic.		No. What treatment I had personally was top notch.	
66	Glossop Ward	Not entered		Mum has had a stroke and is confused most of the time. The care I have seen is very good and the staff are very caring.			
1	Intensive Care Unit	Extremely Likely		Absolutely 10 out of 10. If you have to be admitted to ICU, then believe me you could not be in better hands. A fabulous, kind, caring and very professional staff. In my opinion, a team showing 100% camaraderie.		I just cannot fault anything. Absolutely brilliant care shown at all times.	
1	King George V Ward	Extremely Likely		Have been well looked after by all staff.			
2	King George V Ward	Extremely Likely		The staff are very attentive, kind, polite and helpful.			
3	King George V Ward	Extremely Likely		Everyone has been nice.			
4	King George V	Extremely		Everyone has been very			

	Ward	Likely		attentive.			
5	King George V Ward	Extremely Likely		Been treated well by all.			
6	King George V Ward	Extremely Likely		Everyone is friendly and helpful.			
7	King George V Ward	Extremely Likely		Very well cared for by very compassionate staff.		It appears to be understaffed in the nursing area.	
8	King George V Ward	Extremely Likely		The staff are very friendly while under plenty of stress.			
9	King George V Ward	Extremely Likely		All the staff have been very good and are always there when you want them. I cannot fault the care. They provided me with nightwear and toiletries as I was admitted unexpectedly from A&E. It is a nice and quiet ward. The food was ok with plenty of choices.		None.	
10	King George V Ward	Extremely Likely		Some of the nursing staff have been particularly helpful, they go above and beyond. The Sodexo staff are nice and friendly. The ward is regularly tidied up and cleaned. The food has been fine, better than expected.		None.	
11	King George V Ward	Extremely Likely		The nursing staff are quick to answer questions and queries and, if they don't know, they will find out for you. I am lucky to be in a side room at the moment and so have my own en suite facilities. I cannot comment on the food as I am currently 'nil by mouth'.		None.	
12	King George V Ward	Extremely Likely		The nursing and care staff are very prompt, efficient and engage with you in a friendly way so that		None.	

				you don't feel isolated. Everything is good. I cannot fault anything.			
13	King George V Ward	Extremely Likely		The nurses on nights are excellent and they have a different routine to the days which are busier and more hands on. The ward is clean and comfortable and they provide more covers for extra warmth when required, particularly at night. The food is excellent, with a very good choice. The staff are very helpful.		No. I am happy with what is provided.	
14	King George V Ward	Extremely Likely		The care is excellent, friendly and very good. The food is excellent with a reasonable choice.		None.	
15	King George V Ward	Extremely Likely		All the staff, from medical staff to housekeeping staff, are very professional, kind and caring. The food is adequate but I don't feel much like eating.		None.	
16	King George V Ward	Extremely Likely		The staff are such lovely and nice people. They are very caring. Nothing is ever too much trouble.		None.	
17	King George V Ward	Extremely Likely		The staff genuinely care for the individual.		No - very good as it is.	
18	King George V Ward	Extremely Likely		Communications are good. Everyone is very helpful.		Although communications are good, the delays in treatment i.e. scans can be frustrating.	
19	King George V Ward	Extremely Likely		Very friendly.		I haven't really thought about it.	
20	King George V Ward	Extremely Likely		Friendliness and helpfulness.		No - cannot grumble about anything.	
21	King George V Ward	Extremely Likely		The nurses are all so nice and helpful.		Very satisfied as it is.	

22	King George V Ward	Extremely Likely		Cleanliness and very competent staff.		Happy as it is.	
23	King George V Ward	Extremely Likely		The staff are all good.		Satisfied as it is.	
24	King George V Ward	Extremely Likely		The nursing staff are brilliant.		No. The staff have been excellent.	
25	King George V Ward	Extremely Likely		Very attentive.		The TV is too expensive.	
26	King George V Ward	Extremely Likely		All the staff, whether nursing or Sodexo are extremely caring, professional, approachable and friendly. The medical staff, both doctors and nurses, provide an exceptional level of care. The menu is limited for some diets or preferences, particularly if you are a non-meat eater or on a fat free / restricted diet. Currently I am in a side room which has its own shower and toilet facilities.		No. I could not have had better care.	
27	King George V Ward	Extremely Likely		The staff are very good.			
28	King George V Ward	Extremely Likely		All the staff are friendly and helpful.		More nursing staff are required.	
29	King George V Ward	Extremely Likely		The staff are quick to respond. A clean ward.			
30	King George V Ward	Extremely Likely		The staff have been quick to respond.			
31	King George V Ward	Extremely Likely		The staff are very friendly, including the Sodexo staff. The bay is very clean.			
32	King George V Ward	Extremely Likely		All the staff (nurses, HCAs, doctors & Sodexo) were amazing - very kind, thoughtful, caring & helpful support. Nothing was too much. They made what was a very worrying time manageable.		None at all. Service was excellent.	

				Thank you very much for everything!			
33	King George V Ward	Extremely Likely		Very kind and cheerful, very caring to my needs. Very efficient, very clean and tidy. Top notch!! Keep it going. Would be happy to [illegible]. All the best. [Name withheld].			
34	King George V Ward	Extremely Likely		Very friendly and helpful staff. Nothing was too much trouble. Made to feel welcome and were professional.			
35	King George V Ward	Extremely Likely		I feel cared for.		No.	
36	King George V Ward	Extremely Likely		Staff are excellent in every way and super efficient. Thank you everyone.			
37	King George V Ward	Extremely Likely		Wonderful care received. Confident in everything done. Staff are friendly, approachable and professional - cannot speak highly enough of the care I received.		Needs no improvement.	
38	King George V Ward	Extremely Likely		All the staff were friendly and attentive. Very well looked after.			
39	King George V Ward	Extremely Likely		Extreme care received from nursing staff and domestic.			
40	King George V Ward	Likely		I am being well cared for.		I cannot reach the toilet roll. Had to wait six hours for an X-ray.	
41	King George V Ward	Neither Likely nor Unlikely		The care is 50/50. Some of the staff are very good and some do not appear to be very experienced. I am currently in a side room which is very cold, with a draughty window. I had to wear all my work clothes in bed, even though I was given extra blankets		To improve the heating in this side room.	

				after requesting more covers.			
42	King George V Ward	Unlikely		Lack of sensitivity from some nurses giving total respect for understanding of need for privacy and confidentiality i.e. male visitors on ward at time arrived on ward straight from surgery - nurse wouldn't give at least partial screening with curtains for privacy which would have been appreciated when felt at most vulnerable.			
43	King George V Ward	Not entered					Do not publish
1	Lundy Ward	Extremely Likely		Been well looked after.			
2	Lundy Ward	Extremely Likely		All the staff, both medical and Sodexo, have been excellent.			
3	Lundy Ward	Extremely Likely		All the staff have been very good.			
4	Lundy Ward	Extremely Likely		Excellent service all round. Nothing appears to be too much trouble.		A long wait in A&E.	
5	Lundy Ward	Extremely Likely		The staff are very friendly and understanding.			
6	Lundy Ward	Extremely Likely		The staff are extremely efficient.		The menu choices offered are, in my opinion. not very nutritional.	
7	Lundy Ward	Extremely Likely		The staff are friendly and dedicated.			
8	Lundy Ward	Extremely Likely		I have been well looked after by all the staff.			
9	Lundy Ward	Extremely Likely		I have been well looked after.			
10	Lundy Ward	Extremely Likely		The staff are so caring.			
11	Lundy Ward	Extremely					

		Likely					
12	Lundy Ward	Extremely Likely					
13	Lundy Ward	Extremely Likely		All the staff have looked after my wellbeing extremely well, from the moment you arrive on the ward until departure. It's my second stay on the ward and I've been made to feel secure and in safe hands. So, a big thumbs up to their hard work and commitment and a big thank you for getting me through it.		It would have been nice to have a working TV or some way of getting on to the internet as phone signal not good at all.	
14	Lundy Ward	Extremely Likely					
15	Lundy Ward	Extremely Likely		Kindness and their amazing care and love in listening and caring means such a lot when you feel at your most vulnerable!!! (weakest)		Keep going. The best is yet to be!!	
16	Lundy Ward	Extremely Likely		It has been a very relaxing few days. Staff first class!		None.	
17	Lundy Ward	Extremely Likely		I found the staff very helpful & willing to listen & explain. It is very difficult being elderly & not used to modern technology. Not used to computers, such a different world. I would certainly be happy to return, a learning experience. Thank you very much.		Improved medications on short stay patients even if they are with the patient.	
18	Lundy Ward	Extremely Likely		Good atmosphere and [illegible] task executions.			
19	Lundy Ward	Extremely Likely		Fantastic teamwork from a marvellous ward.		N/A.	
20	Lundy Ward	Extremely		Care taken (!!) to all.		Stop sending home. If you need an	

		Likely				op, get it done. Is this more cost effective!!	
21	Lundy Ward	Extremely Likely		Excellent ward. Amazing, kind staff.			
22	Lundy Ward	Extremely Likely					Do not publish
23	Lundy Ward	Extremely Likely		Friendly staff, helpful and kind.		Sometimes short of staff.	
24	Lundy Ward	Extremely Likely		Level of care excellent. Everyone really friendly.		My only comment regards bathroom toilet rail - too far away. Towels too huge. No grab rails - difficult getting on/off toilet.	
25	Lundy Ward	Extremely Likely		Very pleased with the ward & everybody who works so hard here. Thank you so much for looking after me so well. [Name withheld]		Everything was fine. Thank you.	
26	Lundy Ward	Extremely Likely		All staff - courteous, friendly, kind, professional, helpful, caring, Thank you to all.		Less drafty corridors?!	
27	Lundy Ward	Extremely Likely		Everyone on the ward are excellent, friendly and a credit to our unfunded NHS.			
28	Lundy Ward	Extremely Likely		Friendly and helpful.			
29	Lundy Ward	Extremely Likely		I would not wish it on anyone that they should have to go to hospital. However, if they have to they couldn't do better than to be in here. I've been very well looked after. Thank you.			
30	Lundy Ward	Extremely Likely		I have found every member of staff extremely caring & friendly, putting me at ease during this distressing time.			
31	Lundy Ward	Extremely Likely		What wonderful care. Lovely staff, the best, saved my life.		No improvement possible. Excellent.	

32	Lundy Ward	Extremely Likely		Well looked after.		None.	
33	Lundy Ward	Extremely Likely		I cannot fault this ward. The staff are so loving, friendly and amazing. All staff are an asset to the NHS.		No! Everything is as it should be. Thank you Lundy Ward for my care.	
34	Lundy Ward	Extremely Likely					Do not publish
35	Lundy Ward	Extremely Likely					
36	Lundy Ward	Extremely Likely					
37	Lundy Ward	Extremely Likely					
38	Lundy Ward	Likely		Staff friendly & efficient.		N/A.	
39	Lundy Ward	Likely		Enjoyed stay.		No.	
40	Lundy Ward	Likely					
41	Lundy Ward	Likely		Staff very friendly.		Sometimes it is very badly organised (I suspect externally).	
42	Lundy Ward	Likely		Some nurses & other staff outstanding, majority good. Few miserable & let call button too long to be answered. Got my medication mixed up several times. I could have taken too much - serious.		Call bell answered sooner. All nurses to be respectful - majority are. Food quality good one day, not good next.	
43	Lundy Ward	Likely				No.	
44	Lundy Ward	Likely		Attentive staff, especially at night. Well looked after.			
45	Lundy Ward	Likely					
46	Lundy Ward	Not entered		There is no alternative - or choice! I think the experience is very good. Staff are 1st class - friendly, kind and willing to listen.			
1	Staples Ward	Extremely		The care. The staff are friendly,			

	(Stroke Unit)	Likely		helpful and encouraging.			
2	Staples Ward (Stroke Unit)	Extremely Likely		Very attentive staff.			
3	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been very kind and understanding.			
4	Staples Ward (Stroke Unit)	Extremely Likely		All very friendly, kind people - the staff are just wonderful.		A difficult question. The staff are just so busy. Sodexo are wonderful as well. Thank you for everything.	
5	Staples Ward (Stroke Unit)	Extremely Likely		From my arrival, everyone has made me welcome, introduced themselves, given me reassurance and made me feel very comfortable.		To be honest, I think the attentiveness, kindness and communication shown has been fabulous.	
6	Staples Ward (Stroke Unit)	Extremely Likely		Very well looked after. It is a bit noisy at times with the machines.		Not really, apart from the noisy machines. Food is variable. Cleanliness is first class.	
7	Staples Ward (Stroke Unit)	Extremely Likely		Very surprised, after all you hear about hospitals. My care so far has been excellent, as has the communication between the staff and myself.		No. I am more than pleased with my care. The staff are all giving of their best at all times. The ward is spotlessly clean at all times. Also, the food I have found to be quite good really. So, no complaints - only thanks.	
8	Staples Ward (Stroke Unit)	Extremely Likely		Very, very kind and caring, made me feel very welcome. Nothing is too much trouble.		The care shown to patients is fabulous and so professional. A very clean and tidy ward. I think the hot food should be hotter. I don't like to bother them to re-heat it. All the staff are just so busy.	
9	Staples Ward (Stroke Unit)	Extremely Likely		It is the wonderful, kind, caring, hardworking, friendly staff. How do they manage to carry out their jobs? They show such amazing dedication - a credit to themselves, our hospital and the NHS.		There is not one thing that I can think of. Everything is done with the patient's care foremost in their minds. Very impressed, especially by the way the staff show such respect and care when treating more vulnerable and poorly	

						patients.	
10	Staples Ward (Stroke Unit)	Extremely Likely		The attention I have received has been good. The bay is very clean.			
11	Staples Ward (Stroke Unit)	Extremely Likely		I have been very well cared for.			
12	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are very helpful and understanding.			
13	Staples Ward (Stroke Unit)	Extremely Likely		All staff are top class.			
14	Staples Ward (Stroke Unit)	Extremely Likely		The staff are kind and helpful.		I cannot complain about anything. The food is good.	
15	Staples Ward (Stroke Unit)	Extremely Likely		Everyone is attentive and helpful. Nothing is too much trouble.		Everything here is very good.	
16	Staples Ward (Stroke Unit)	Extremely Likely		It is homely here.		All good.	
17	Staples Ward (Stroke Unit)	Extremely Likely		The staff cannot do enough for you. They are alert and observant.		I was waiting around a lot for a bed before admission to this ward.	
18	Staples Ward (Stroke Unit)	Extremely Likely		They give you everything you need. The staff are knowledgeable about stroke recovery. They reassure you at a distressing time.		The staff help with recovery well and exercise.	
19	Staples Ward (Stroke Unit)	Neither Likely nor Unlikely		I find at the moment, due to the bay I'm in, that not many patients are talkative.			
1	Tarka Ward	Extremely Likely		The nursing staff are lovely, they are very helpful. The food is ok so far, but the meal was given to me in the evening so I did not have a choice at that time.		None at this stage.	
2	Tarka Ward	Extremely Likely		The general overall performance of the staff is very good. If they cannot answer my questions they will go and find out the answers. The food is very reasonable with		It is inconvenient to get belongings from your case/bag when you are unable to get out of bed.	

				a good choice on the menu. The physios are very encouraging.			
3	Tarka Ward	Extremely Likely		Very friendly staff, always checking up on patients on a regular basis.			
4	Tarka Ward	Extremely Likely		Welcoming and caring staff.		The nursing staff have no time to sit down and talk to patients.	
5	Tarka Ward	Extremely Likely		The attitude of the nursing staff is very good.		Everyone is doing the best they can.	
6	Tarka Ward	Extremely Likely		A faultless service.		My biggest complaint is that the local paper only reports any bad news. They do not report all the good care and successes of this hospital.	
7	Tarka Ward	Extremely Likely		Everyone is pleasant and attentive.		It appears to me that they are working on less staff than there should be. All the staff that are here go above and beyond in their care. Prior to being admitted for surgery, I was sent to Exeter for an arthrogram but, when I arrived, I was told I did not need one. This was a waste of my time and the person who took a day off work to take me. When I came in for surgery, they got the area of admission wrong - sent to day surgery instead of the admissions lounge.	
8	Tarka Ward	Extremely Likely		The attitude of the staff is good.		All good.	
9	Tarka Ward	Extremely Likely		The nurses have been very helpful.		More staff needed.	
10	Tarka Ward	Extremely Likely		The care is very professional.		It is excellent as it is. The media has much to answer for i.e. the way it reports on the NHS.	

11	Tarka Ward	Extremely Likely		All the staff are very kind and helpful. The ward is very quiet.		The pharmacy should be swifter as they tend to delay leaving. The tea could be improved (Tetley Tea Bags).	
12	Tarka Ward	Extremely Likely		The kindness of all the staff.		Very, very good as it is.	
13	Tarka Ward	Extremely Likely		Polite, kind, respectful. Over and above care, actually.		The medical care has been first class. One thing - would it be possible to have something a little easier and tastier to eat after the operation, rather than toast?	
14	Tarka Ward	Extremely Likely		10 out of 10. My care has been truly magnificent. The ward is just so clean. The attitude of the staff is just amazing. I just cannot find the words to thank them all really.		Absolutely perfect care. Personally, I would like a larger theatre gown - when you are a big man like me, they do not cover much.	
15	Tarka Ward	Extremely Likely		Very kind, caring staff, so welcoming. Absolutely marvellous treatment.		I am from Europe. I am amazed at the standard of care in my four years of living and working here. I find the NHS just wonderful.	
16	Tarka Ward	Extremely Likely		Made welcome by all of the nurses and other staff. The doctors ask questions and listen to you for a change, which is good.		Nothing at all. I am very impressed.	
17	Tarka Ward	Extremely Likely		Patient's sister: I think this is the best hospital I have been in. The nurses are just so caring, kind, welcoming and understanding. The nurses are absolutely amazing.		No. I cannot think of one single thing. My sister has been the centre of superb care. So clean. Good food. The doctor has been just so kind. Thank You.	
18	Tarka Ward	Extremely Likely		There are a wide range of different staff here who come in smiling and do whatever you ask or find whatever it is. Nothing is ever too much trouble. It has		No, because it is impossible to improve the service I have had.	

				been a wonderful experience.			
19	Tarka Ward	Extremely Likely		I have found all the staff very friendly, helpful and professional. The facilities are ok. I am currently in a side room which has its own shower and toilet. So far, I have only had breakfast which was adequate.		None.	
20	Tarka Ward	Extremely Likely		All the staff are so friendly. There is nothing that they won't do for you. They are efficient, caring and very patient with you. I have only had breakfast so far which was good and the Sodexo lady made me fresh toast. They were very helpful.		No, as I think it is very good as it is.	
21	Tarka Ward	Extremely Likely		All the staff have been very helpful, caring and friendly. The facilities on the bay have been brilliant. The menu is limited with too many salads. The food is not too bad but it is not very tasty and hot food can be cold.		The service could be improved if all the nursing staff helped when required e.g. when I need to use the toilet.	
22	Tarka Ward	Extremely Likely		The staff communication with the patients is very good as it helps if you know what the situation is. The shower and toilet facilities are good with access at all times.		None.	
23	Tarka Ward	Extremely Likely		All the staff, including Sodexo staff, without exception have been caring and understanding.			
24	Tarka Ward	Extremely Likely		Very caring and understanding staff.			
25	Tarka Ward	Extremely Likely		Super, caring staff. They all 'care' and it shows.		Walking from admissions lounge to theatre seemed strange.	
26	Tarka Ward	Extremely Likely		Well-trained and kind in response to any problem.			

27	Tarka Ward	Extremely Likely				Everyone has been amazing and so helpful.	
28	Tarka Ward	Extremely Likely		All the staff are so caring, friendly and understanding. Their commitment to their jobs is outstanding. I had a very pleasant time here - except the pain!!! Thank you all very much.			
29	Tarka Ward	Extremely Likely		The nurses are friendly and help you a lot. All the staff are very nice.		Everything was very good.	
30	Tarka Ward	Extremely Likely		Staff friendly and turn pain into laughter!! Would not choose to come to hospital but if you have to this is great.		None. A really superb stay.	
31	Tarka Ward	Extremely Likely		Because the treatment, care and service has been remarkable - from the surgeon to all the nurses, catering and cleaning staff. Have been so lovely and helpful.			
32	Tarka Ward	Extremely Likely		Could not have been treated any better. Lovely staff.			
33	Tarka Ward	Likely		All staff & carers, cleaners, were helpful & caring. The atmosphere was very pleasant.		No.	
34	Tarka Ward	Likely		During my stay in Tarka I was treated very well by the doctors and nurses. Thank you.		No. They are as good as gold.	
1	Victoria Ward	Extremely Likely		The staff are lovely.		More pillows would be nice.	
2	Victoria Ward	Extremely Likely		Kind and gentle staff. Nothing is too much trouble.		This service cannot be improved.	
3	Victoria Ward	Extremely Likely					Do not publish
4	Victoria Ward	Extremely Likely		A lovely ward.		All good.	

5	Victoria Ward	Extremely Likely		The staff are good.		The system is poor - delays in going to Exeter and the lack of information about it are not good.	
6	Victoria Ward	Extremely Likely		The staff are very attentive and understanding.		In my opinion, more medical staff are required as the present staff appear to be under constant stress.	
7	Victoria Ward	Extremely Likely		Friendly and caring staff. The ward is very clean.		In my opinion, there is too many admin and not enough frontline staff.	
8	Victoria Ward	Extremely Likely		Hardworking staff, very dedicated.			
9	Victoria Ward	Extremely Likely		A very busy ward with dedicated staff.			
10	Victoria Ward	Extremely Likely		A clean ward. The staff have been very good and informative.			
11	Victoria Ward	Extremely Likely		Staff are good and understanding,			
12	Victoria Ward	Extremely Likely		Very friendly staff. A clean ward.			
13	Victoria Ward	Extremely Likely		Everyone is so helpful and caring.		Coeliac options on the menu are limited.	
14	Victoria Ward	Extremely Likely		I have had all the help and motivation needed. All the staff, including Sodexo staff, have been excellent.			
15	Victoria Ward	Extremely Likely		The staff are very good.		I find the food to be very bland.	
16	Victoria Ward	Extremely Likely		I have had nothing but excellent treatment.			
17	Victoria Ward	Extremely Likely		Helpfulness of all the staff - it has been good.			
18	Victoria Ward	Extremely Likely		Well looked after by all of the staff.			
19	Victoria Ward	Extremely Likely		The staff are very attentive towards the patients.			
20	Victoria Ward	Extremely		The staff are very helpful and			

		Likely		understanding			
21	Victoria Ward	Extremely Likely		A very peaceful, friendly and clean ward.			
22	Victoria Ward	Extremely Likely		Everyone is willing to help, and very friendly.			
23	Victoria Ward	Extremely Likely		Everyone is so kind and efficient.			
24	Victoria Ward	Extremely Likely		Everyone has taken good care of me.		Make sure the patient knows what's happening with their treatment, and ensure the staff are aware. I have seen a different consultant every day.	
25	Victoria Ward	Extremely Likely		Being treated with respect and understanding, with lots of humour.		The only thing I can think of is making the wards warmer.	
26	Victoria Ward	Extremely Likely		All very satisfied.		All very satisfied.	
27	Victoria Ward	Extremely Likely		Everyone has a smile! Friendly, reassuring & it makes all the difference. The hospital seems to have done its best to make a cheerful, happy environment. The landscape is still there beyond the windows. From my bed, I watch the sun travel round & through the trees. There were even sunflowers on the wall in the X-ray room! Yes, I would recommend it all! Don't like ceiling lights when lying down! Could wear sunspecs as one patient did!		Shocking what we throw away, food, paper. Electric strip lights in the ceiling are dazzling when lying on one's back. Lights on everywhere, often not needed.	
28	Victoria Ward	Extremely Likely		Everyone is so friendly & nothing is too much trouble.			
29	Victoria Ward	Extremely Likely		Staff efficient, friendly, very helpful, nothing too much			

				trouble. Busy bees! 1st time in hospital.			
30	Victoria Ward	Extremely Likely		Very good nursing care without complaint. A big thank you to male nurse [name withheld] who helped me through my many initial problems, day and night. Thank you all for helping me get better.			
31	Victoria Ward	Likely		Most of the nursing staff are very good, with one exception.			
32	Victoria Ward	Likely		Well looked after.			
33	Victoria Ward	Neither Likely nor Unlikely					Do not publish