

## Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Nov-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		The staff are helpful and nothing's too much trouble.			
2	Alexandra Ward	Extremely Likely		Well treated by all the staff.			
3	Alexandra Ward	Extremely Likely		The cleanliness of the ward has been good. The staff have been excellent.			
4	Alexandra Ward	Extremely Likely		Very dedicated, hardworking staff. The ward is very clean.			
5	Alexandra Ward	Extremely Likely		Been treated very well by all the staff.			
6	Alexandra Ward	Extremely Likely		I have been very well looked after.			
7	Alexandra Ward	Extremely Likely					Do not publish
8	Alexandra Ward	Extremely Likely					Do not publish

9	Alexandra Ward	Extremely Likely		Kind staff who will do anything for you.		All ok.	
10	Alexandra Ward	Extremely Likely		The staff are very good but overworked.		More staff.	
11	Alexandra Ward	Extremely Likely		Flows along - a well-managed ward.		No.	
12	Alexandra Ward	Likely		The nurses are so kind. They are so busy.			
13	Alexandra Ward	Likely		Kindness and helpful staff. It is like a hotel here.		All ok.	
14	Alexandra Ward	Not entered		The hospital is excellent.		So good as it is.	
1	Capener Ward	Extremely Likely		All the staff are very good.		More medical staff are needed on this ward.	
2	Capener Ward	Extremely Likely		The staff are very nice and helpful.			
3	Capener Ward	Extremely Likely		Well looked after by dedicated staff.			
4	Capener Ward	Extremely Likely		The staff are so kind and understanding.			
5	Capener Ward	Extremely Likely		Cannot do enough for you.		All very good.	
6	Capener Ward	Extremely Likely		The general care is so good.		Satisfied as it is.	
7	Capener Ward	Extremely Likely		The staff are very pleasant and hardworking.		Sleep can be difficult at night due to noise from other patients.	
8	Capener Ward	Extremely Likely		The staff are first class, both nurses and doctors.		Keep looking after the nurses!	
9	Capener Ward	Extremely Likely		The staff are busy, obliging and cheerful.		Satisfied as it is.	
10	Capener Ward	Extremely Likely		General care. Nice people.		Very good as it is.	
11	Capener Ward	Extremely Likely		The staff are fantastic.		The doctors can be rude and do not listen to what I say.	
12	Capener Ward	Extremely Likely		A happy place with cheerful staff. Nothing is too much trouble for		I have been on three wards in this hospital and this is the best.	

				them.			
13	Capener Ward	Extremely Likely		You could not fault the nurses. They are excellent.		More communication between the surgeons and the ward staff, in that the staff can be unaware what the surgeon has decided and when he is going to do things.	
14	Capener Ward	Extremely Likely		The staff that work here are good. Nothing is too much trouble.		I cannot think of anything that needs improving.	
15	Capener Ward	Extremely Likely		The staff are so helpful and calm.		Staff on the ward and in A&E have all been lovely.	
16	Capener Ward	Extremely Likely		The staff are lovely.		Everything is good.	
17	Capener Ward	Extremely Likely		The staff are so good.		The attention they give each patient is marvellous. Each patient is treated as an individual.	
18	Capener Ward	Extremely Likely		Kind, lovely nurses.		I cannot see how you could make it better.	
19	Capener Ward	Likely		The staff are polite, patient, friendly and obliging. The bay itself is cramped and the flush on the W.C. inadequate. The medical care is good and staff are patient & helpful and listened.		Make the armchairs more comfortable. Improve the bathroom facilities. Employ more staff. They are very busy.	
20	Capener Ward	Neither Likely nor Unlikely		My condition has deteriorated since coming in - no diagnosis as yet.		More communication is needed from the doctors re: diagnosis.	
1	Caroline Thorpe Ward	Extremely Likely		Caroline Thorpe Ward has been absolutely brilliant, not only in looking after my poorly son but making sure I have been looked after as well. The main problem was breaking through the system of ringing 111, the doctors receptionist etc. Having got a doctor's appointment, then sent		No. Everything is fine.	

				straight to A&E with a letter. Once here, everything has been fine.			
2	Caroline Thorpe Ward	Extremely Likely		Made to feel very welcome on the ward. The doctors arrived to assess very quickly. The nursing staff are wonderful.		Nothing at all that comes to mind. All aspects of care have been of a very high standard.	
3	Caroline Thorpe Ward	Extremely Likely		The staff are just so friendly and kind. Made very welcome and comfortable.		Only thing I can say is that we are surprised I am not allowed any hospital food as I am not breastfeeding. The hospital nursing quality is excellent.	
4	Caroline Thorpe Ward	Extremely Likely		I can only say a huge thank you for the first class, highly-professional care shown to our daughter. No stone has been left unturned in the care shown. Always so supportive. The staff are always doing their utmost in carrying out their work.		To be honest, everything is spot on. No complaints or need for any change as far as we can see. May we take this opportunity to thank all of the staff in ICU who also showed wonderful care and compassion.	
5	Caroline Thorpe Ward	Extremely Likely					Do not publish
6	Caroline Thorpe Ward	Extremely Likely		On arrival, the doctors listened to me, not like in the past. This time, however, everything has been good. Nurses, doctors and consultants have been very approachable, plus they have listened. So, very pleased.		Not this time. I am so pleased to report the massive improvement on the ward during this visit.	
7	Caroline Thorpe Ward	Extremely Likely		Amazing care and treatment. Nothing is too much trouble for anyone. The nurses are absolutely marvellous. Being a patient on the ward has given me a further reason to follow in my medical career.		Honestly, I can definitely say no.	
8	Caroline	Extremely		The nurses are just lovely.		No. The food I have been given is	

	Thorpe Ward	Likely				fine. The ward is clean and quiet.	
9	Caroline Thorpe Ward	Yes	Patient				Do not publish
10	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Care 10/10. Competence 10/10. Compassion 10/10. Friendly 10/10. Commitment 10/10. Kindness 10/10.	Environment & surroundings. Staff & service. Food & drinks.		
11	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff has been very helpful.	Happy with it all.	Maybe better information at times on next treatment etc.	
12	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone tried their best to keep [name withheld] happy and comfortable.			
13	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because they listen to what you have to say and make sure your child is well enough before sending us home.			
14	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Our nurse was fantastic - [name withheld]! The team at theatre were very good at making [name withheld] feel at ease. A very clean and friendly hospital to have care. Thank you.	The staff! And playroom and being given a teddy!!		
15	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My son was extremely poorly and the care he received from the nursing staff was amazing, both on Caroline Thorpe and ICU.	They looked after my son extremely well and also looked after me too, making sure I was ok.		
16	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic care given.			
17	Caroline Thorpe Ward	Yes	Not entered	Lovely staff. Very quickly seen on the ward. Doctors very professional & answered all questions well.	As before - staff very approachable, made me feel at ease.	N/A. All perfect.	
18	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
19	Caroline Thorpe Ward	Yes	Patient	Everyone is very kind.	Because of everyone's kindness, I was more relaxed and in less	Everything was fine.	

					pain.		
20	Caroline Thorpe Ward	Yes	Not entered	Every doctor & nurse are very friendly, kind and caring. Always extremely thorough.	Everything.	Nothing.	
21	Caroline Thorpe Ward	Yes	Patient	Caring and very helpful.	Being looked after, kind, pleasant.	The food wasn't very nice.	
22	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, friendly staff.	All the nurses.	I know it's not necessarily possible, but to have older children and younger children separate for better quality sleep!	
23	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly, helpful staff. Kind & caring. Good facilities for families.	That parents get a bed to stay with their child.		
24	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone super-friendly, caring & helpful. Minimal disturbance in night and my son had a really good sleep.	Nothing was too much trouble for anyone. The little bear was a lovely touch - thank you.	Nothing, you are all lovely.	
25	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff have been absolutely wonderful, [name withheld] especially. You guys are all incredible. So, thank you. x	Everything! Couldn't have gone any smoother. Thank you.	Nothing!!!	
26	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	I liked watching the films. Everyone friendly. Dr made me laugh lots!	Had my own room with mummy.	N/A.	
27	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Wonderfully friendly, attentive & professional care given by every member of the team. Honestly felt we were in best place receiving the best level of care.	Professional, patient & friendly team, Doctors taking time to explain & reassure at every stage, while being honest & informative.	Nothing!	
28	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff absolutely brilliant, reassuring and helpful.			
29	Caroline Thorpe Ward	Yes	Patient	Nurses were friendly and constantly checking on us.	Nice ward and lots of things to keep on doing.		
30	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, helpful, caring, thorough.	Calm, attentive advice & help.	Nothing.	
31	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	[Name withheld] has been very well looked after by, amongst			

				others, [names withheld]. We've had cups of tea, chat, laughter and support. Great playroom, always clean & tidy & food hot & tasty. Thanks all. xx			
32	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very lovely staff, kind & caring. Seen very quickly & doctors explained everything very clearly. Thank you everyone!	As before - staff kind & reassuring.	Nothing.	
33	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Professional staff at all levels, always keeping you informed of what has, is & will be happening. Ward is very clean & well equipped.	The level of care & attention for the patient from all staff.		
34	Caroline Thorpe Ward	Yes	Patient	Very friendly, always look after me.	I got better.	Nothing.	
35	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff. Caring staff. Answers questions. Understanding.	Relaxed, friendly.		
36	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The nursing staff were very attentive and thorough with their care. They explained clearly what was happening and if there were delays they gave the reasons why.	The beds are comfortable, good meal choices, rooms not too hot, ward very clean.		
37	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff are lovely and very helpful.	Staff are very efficient and put us at ease.	Nothing!	
38	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because we were made priority and cared for my boy very well.	Cleanliness and staff were very caring.	A&E need a children's part separate. A drunken man fell into our cubicle scaring me & my baby, causing a lot of distress. It could of ended with one of us seriously injured!!	
39	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Kind, thoughtful, efficient staff.	The service.	The food could be better and maybe a consideration to the parent / guardian.	

40	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing friendly staff made to feel comfortable and welcome.	Excellent staff worked so well to get my daughter relaxed enough to get end result!	Nothing!	
41	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff provided excellent care at all times, they were friendly & reassuring in difficult times.	The friendliness of staff. Prompt care (never left waiting or having to remind).	Quite often found the soap dispenser empty in toilets for over a day.	
42	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	A pleasure to be here and am very grateful of the care shown to [name withheld] and us all.	Playroom, pleasant nurses and a warm, friendly, clean environment.	Better communication between the ward and the orthopaedics.	
43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly ward. Caring and attentive staff members. Excellent communication and we weren't left waiting without being explained every step.	Staff were extremely helpful and went out of their way to make sure we had all the help possible.		
44	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The nurses were fabulous at looking after my baby - special thanks to [names withheld].	Very good, clean facilities. Excellent communication.		
45	Caroline Thorpe Ward	Yes	Patient	Nurses & doctors are caring.	Nurses helped with any problems.		
46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone was friendly & explained everything that was happening. The toy room is amazing!	Friendly staff.		
47	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are very friendly and attentive. Everybody starts with 'hello my name is' no matter how busy they are. Ward is very clean.	Friendly staff and great facilities.	An outdoor space for patients.	
48	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly. Very helpful and looked after completely.	First class staff care.	Not a lot. Awesome service.	
49	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Brilliant facilities, amazing and caring staff!	Level of care given to my child was very high!	Nothing.	
50	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone so friendly and supportive! Thank you so much!			
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly & helpful.	Nurses were lovely to us.	Turn the heating down.	
52	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very kind and friendly staff. No question was to big or small to	Very polite, professional staff.	Nothing.	

				ask.			
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff go out of their way to ensure you are comfortable & have everything you need at all times.	All staff.		
54	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The doctors, nurses and all staff have been amazing! So kind and caring, always keeping us informed and taking the best care of our son.	The staff, the facilities for carers and the kindness we have been shown.	Nothing!	
55	Caroline Thorpe Ward	Yes	Patient	Very helpful in keeping mum & dad up to date with what was going on.		Nothing!	
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Care received not only to patient but parents too, when needed.			
57	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
58	Caroline Thorpe Ward	Yes	Patient	Friendly, helpful and made me feel better.			
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very welcoming and our baby was very comfortable (smiling away at the staff).	Understanding staff, very happy polite & welcoming.		
60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Good, friendly and very helpful staff reassured me, talked me through everything clearly.	Everything.	Nothing.	
61	Caroline Thorpe Ward	Yes	Not entered	All the nurses & doctors were fantastic, very friendly and helpful.	The facilities & the staff made it more comfortable.		
62	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The manager [name withheld] has been very attentive. Very friendly and helpful. The doctor we also saw was also very helpful and looked after us. It's also very clean - tidy & looked after ward.	There are great facilities for parents / guardians. The staff are fantastic.	Nothing. We were pleased with everything.	
63	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff are friendly, helpful, efficient and reassuring.		Nothing.	

64	Caroline Thorpe Ward	Yes	Patient	Very nice women and very good food.		Nothing. It was amazing.	
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, compassionate.	Very quick!	Nothing.	
66	Caroline Thorpe Ward	Maybe	Parent/Guardian/Carer	The staff are great and friendly. The reason I said 'Maybe' is that during my stay I would not be fed. I'm grateful that my child will but I do think that the parent who stays should also be provided with food & drink, also like me not have any pennies to buy this.	Kind, friendly staff. Very accommodating.	Feed the parents that stay as they might not be able to leave their child, have support or have money.	
67	Caroline Thorpe Ward	Not entered	Not entered		Care of the staff for me & my daughter. The extra cups of tea as I couldn't leave her did make a difference.	Shorter A&E wait but care on CT was excellent.	
1	Fortescue Ward	Extremely Likely		Very kind staff.			
2	Fortescue Ward	Extremely Likely		Everyone is friendly and helpful.			
3	Fortescue Ward	Extremely Likely		The ward staff have been very good to me.			
4	Fortescue Ward	Extremely Likely		Very considerate staff.			
5	Fortescue Ward	Extremely Likely		The care I have received from the ward staff has been very good.			
6	Fortescue Ward	Extremely Likely		All the staff are friendly and helpful.			
7	Fortescue Ward	Extremely Likely		I have been well looked after by a dedicated team.			
8	Fortescue Ward	Extremely Likely					Do not publish
9	Fortescue Ward	Extremely Likely		The staff have been very helpful and kind.		I would like the doctors to listen to what I say. It would be better if they came in smaller groups.	

10	Fortescue Ward	Extremely Likely		Professionalism of the staff.		I feel that I am often treated like a child and patronised. There is a paucity of information regarding strokes. The best treatment is often given by the student nurses.	
11	Fortescue Ward	Extremely Likely		The staff are lovely and hardworking.		More control over other patients who can be a problem.	
12	Fortescue Ward	Extremely Likely		The nursing is first class.		Very happy as it is.	
13	Fortescue Ward	Extremely Likely		The nurses are brilliant. They work hard and go out of their way to help.		There is nowhere to put dry clothes when using the bathroom.	
14	Fortescue Ward	Extremely Likely		Nice and quiet. The staff are all very friendly and nice. Everything is brilliant.			
15	Fortescue Ward	Extremely Likely		Everything went smoothly. Everything was on time.			
16	Fortescue Ward	Extremely Likely		Quiet, friendly and nice.		Satisfied as it is.	
17	Fortescue Ward	Likely		They are very good and understanding.			
18	Fortescue Ward	Likely		The staff are very helpful.		Very good as it is. The food is good.	
19	Fortescue Ward	Neither Likely nor Unlikely		The staff are as good as they can be. They have a caring nature and can't stop themselves helping. I'm told all the outcomes of taking my medication which is really helpful.		More staff.	
1	Glossop Ward	Extremely Likely		This ward so far has been good. The only negative is that I was transferred from MAU just after midnight.			
2	Glossop Ward	Extremely Likely		The attention I have been given has been very good.			
3	Glossop Ward	Extremely Likely		Staff are very friendly, efficient, understanding and hardworking.		Management above the ward level must listen to their staff more.	

						More medical staff.	
4	Glossop Ward	Extremely Likely		Well looked after. The ward is very clean. All the staff have been good.			
5	Glossop Ward	Extremely Likely		A clean ward and very understanding staff.			
6	Glossop Ward	Extremely Likely		Very attentive and welcoming staff.			
7	Glossop Ward	Extremely Likely		The staff are brilliant - very good and helpful.			
8	Glossop Ward	Extremely Likely		Well looked after.			
9	Glossop Ward	Extremely Likely		The service has been good - well looked after.			
10	Glossop Ward	Extremely Likely		The staff have cared for my every need, always there when needed. The care and sympathy is first class. The ward is very clean.			
11	Glossop Ward	Extremely Likely		I have been well looked after by a very dedicated team.			
12	Glossop Ward	Extremely Likely		I was particularly impressed by individual care shown by staff at every level to the patient. The co-operation with each other between the ward staff was also impressive as was the cleanliness of the ward.			
13	Glossop Ward	Extremely Likely		All nurses, HCAs & housekeeping staff very helpful & friendly. The care I received on Glossop Ward made me feel safe & secure.		To save you time, those of us that know & understand our own drugs could self-medicate, if deemed appropriate.	
14	Glossop Ward	Extremely Likely		Very caring, helpful staff. Nothing too much trouble. I am very appreciative of the care I have received. Thank you.			
15	Glossop Ward	Extremely		All the nurses are really brilliant,		I would like to stay longer.	

		Likely		doctors very friendly and HCA.			
16	Glossop Ward	Extremely Likely		The whole staff are a happy family and you are included.		At least two more handrails in wet room. The door wall is complete blank. No support. The room is aimed at young & fit, not people with balance problems.	
17	Glossop Ward	Extremely Likely		Very professional & kind staff. Clear advice and a very caring attitude.		None.	
18	Glossop Ward	Extremely Likely				No.	
19	Glossop Ward	Extremely Likely		The staff and everybody has been very caring, fantastic. A privilege to have been a patient here on Glossop Ward. [Name withheld].		None at all.	
20	Glossop Ward	Extremely Likely		Very friendly staff, very hardworking. [Name withheld] in Sodexo was extremely helpful, nothing was too much trouble.			
21	Glossop Ward	Extremely Likely					
22	Glossop Ward	Extremely Likely		Everyone has been very kind and helpful.			
23	Glossop Ward	Extremely Likely		Although I would recommend not staying in hospital at all(!), if I did have to stay here again I would be happy to do so on this ward. Staff have been very welcoming & friendly during my stay.		No.	
24	Glossop Ward	Extremely Likely		I have received the most excellent care during my stay. The staff have all been so fantastic - patient, kind, good-humoured. Nothing has been too much trouble. Thank you so much.		None whatsoever. My family and I have been so impressed and could not have asked for more.	

25	Glossop Ward	Extremely Likely		Everyone was very concerned and very caring from [illegible] all the way through. [Name withheld]		[Illegible].	
26	Glossop Ward	Extremely Likely		Everyone was kind.			
27	Glossop Ward	Extremely Likely		Great people doing a good job to an elderly patient. [Name withheld]			
28	Glossop Ward	Extremely Likely		All the staff have been really friendly and attentive to my sister's need! From consultants to doctors to nurses to trainee nurses - ward clerks and tea ladies. Thank you all.		Totally satisfied!	
29	Glossop Ward	Extremely Likely		Lovely and caring nurses, nothing was too much for them [illegible]. Specially [name withheld] - the most lovely nurse I met.			
30	Glossop Ward	Extremely Likely		Everyone is so helpful and friendly & professional, make you feel at ease.			
31	Glossop Ward	Extremely Likely		The nursing and catering was the best. It was very good that the other depts. of the hospital were on call. On leaving, the helpful advice was very good.		You can't make the best any better.	
32	Glossop Ward	Extremely Likely					Do not publish
33	Glossop Ward	Extremely Likely		The care has been so good, nothing too much trouble. Very helpful at all times, day or night. Thank you very much. [Name withheld]			
34	Glossop Ward	Extremely Likely		All staff very friendly and helpful. Very nice. Thank you all.			

35	Glossop Ward	Extremely Likely		Very pleased with A&E. The same with MAU and Glossop Ward. Nothing has been too much trouble.			
36	Glossop Ward	Extremely Likely		Staff very kind, sympathetic & empathetic.			
37	Glossop Ward	Likely		The staff have been extremely pleasant and always happy and willing to help me. I would like to thank everyone that has helped me.			
38	Glossop Ward	Likely		Staff were great, overworked and need more staff to help.		When given bad news, it should not be done on a ward with curtains - find a room for privacy.	
39	Glossop Ward	Likely					
40	Glossop Ward	Likely		Everyone was very kind, caring. Only complaint, I have been in 4 days and been unable to phone, listen or watch TV.			
41	Glossop Ward	Likely					
42	Glossop Ward	Neither Likely nor Unlikely		Nothing wrong with ward. Just didn't like being with other people in the ward but then they put me in separate room, but still never got answers from doctors. Nurses did their best and were great!			
43	Glossop Ward	Neither Likely nor Unlikely		Had no choice for the ward. Very hard to sleep because of one patient. Mobile phones should not be used after 21.00. The staff have been very good.		No phones after 21.00 and no TV all through the night.	
44	Glossop Ward	Extremely Unlikely		Not bed available on ward till [illegible] organisation. No answer from doctors or nurses. What a joke.		Get people out as arrange not [illegible] Spent night on trolley waiting for bed eventually found one on [illegible]. Why the delay?	

						[Illegible].	
45	Glossop Ward	Don't Know		I had five nights without any sleep. [Name withheld], another patient on that ward, keep us all awake shouting all night - unacceptable. Kindly, [name withheld], the ward leader, moved me to a room. Without that help, I would have had to discharge myself when my home not ready to take me. Some great exceptional nursing, and a bully.		You need to enable people to sleep. You cannot recover with no sleep.	
46	Glossop Ward	Not entered		I was really impressed with all the staff from top list to bottom good teamwork by all.		Yes, when being told your getting discharged! Takes hours.	
47	Glossop Ward	Not entered		What is the point of recommending a ward. It's the hospital that decide what ward you go on.			
48	Glossop Ward	Not entered		Any person arriving at the hospital does not normally have the ability to choose where they are cared for i.e. which ward.		Service was fine.	
1	Intensive Care Unit	Extremely Likely		Everything has been of the highest standard. Excellent, professional care.		Nothing at all that I can see. Absolutely marvellous care.	
1	King George V Ward	Extremely Likely		Caring staff. Clean environment.		Everything (service, cleanliness, friendliness) since my last admission to this hospital 8 years ago has improved greatly.	
2	King George V Ward	Extremely Likely		The staff have been wonderful to me.		Cannot be any better.	
3	King George V Ward	Extremely Likely		The staff are brilliant - all grades of staff.		Pay the staff more. They have treated me so well. I do not think the social media reports are fair sometimes.	

4	King George V Ward	Extremely Likely		All very efficient.		No - satisfied the way it is.	
5	King George V Ward	Extremely Likely		The friendliness and caring of the staff.		Good as it is.	
6	King George V Ward	Extremely Likely		The staff make you feel special.		Very happy as it is.	
7	King George V Ward	Extremely Likely		The staff are nice and friendly.		The food could be improved - limited choice.	
8	King George V Ward	Extremely Likely		The staff are all very helpful.		Satisfied as it is.	
9	King George V Ward	Extremely Likely		The staff are very kind and considerate.		A very good experience - no waiting.	
10	King George V Ward	Extremely Likely		The staff are always there when you need them - very professional.		I would like to see more doctors at the weekend.	
11	King George V Ward	Extremely Likely		Very good care. The staff are very obliging.		Very good as it is.	
12	King George V Ward	Extremely Likely		Everyone is so friendly and happy.		The food portions tend to be too large, so much is wasted.	
13	King George V Ward	Extremely Likely		The staff are very caring and professional.		Very good as it is.	
14	King George V Ward	Extremely Likely		When I needed assistance, they were there almost immediately.			
15	King George V Ward	Extremely Likely		The staff are helpful and understanding.			
16	King George V Ward	Extremely Likely		Very well looked after.			
17	King George V Ward	Extremely Likely		This ward has excellent staff. They are so helpful and understanding.			
18	King George V Ward	Extremely Likely		Friendly, caring staff.		Sodexo staff need to recycle more plastic.	
19	King George V Ward	Extremely Likely		Very helpful staff.		I think it is all good here, with a good team.	
20	King George V Ward	Extremely Likely		Amazing staff. They have been there when I needed them. They		Everyone is amazing.	

				are friendly and caring.			
21	King George V Ward	Extremely Likely		The staff are always so helpful.		I am very happy with the service here.	
22	King George V Ward	Extremely Likely		The staff are good and reassure you.		I do not think you could improve on the service on the ward.	
23	King George V Ward	Extremely Likely		The nurses are helpful and kind.		Brilliant staff.	
24	King George V Ward	Extremely Likely		The staff are good.		The doctors are too rushed to talk to me about my treatment and health issues. On the MAU, they had no pillows for me and they were short of urinals. I was discharged too early without the appropriate treatment being given and so had to be returned to hospital as an emergency by my GP. I am my sister's full-time carer and I handed my carer's alert card to ward staff yesterday to contact the services to go in to look after her but I have not had a response as yet, so I am spending my time worrying about my sister. (Note: the volunteer spoke with ward staff to resolve the final issue raised). Trust response: This was addressed immediately on admission by the ward discharge coordinator but the team which were contacted (the number on the card) did not implement care – they have been contacted again.	
25	King George V Ward	Extremely Likely		Clean, efficient, friendly and safe.		Satisfied as it is.	
26	King George V Ward	Extremely Likely		Everything that is needed is attended to.			

27	King George V Ward	Extremely Likely		The staff are very busy, but always pleasant.		No. It is in tip-top condition.	
28	King George V Ward	Extremely Likely		The staff have all been very good.			
29	King George V Ward	Extremely Likely		Very friendly and knowledgeable staff.		More doctors on at weekends.	
30	King George V Ward	Extremely Likely		Very friendly, caring staff. The ward is clean and airy.		No. Excellent as it is.	
31	King George V Ward	Extremely Likely		Everyone is nice and friendly.		Satisfied as it is.	
32	King George V Ward	Extremely Likely		The staff. The biscuits are lovely.		Very satisfied as it is.	
33	King George V Ward	Extremely Likely		All the staff are superb.		The TV should be more reasonably priced. The bathrooms need somewhere to put bits and pieces.	
34	King George V Ward	Extremely Likely		Brilliant staff.		All very good as it is.	
35	King George V Ward	Extremely Likely		Very competent.		Best left alone as it works well as it is.	
36	King George V Ward	Extremely Likely		All the staff are amazing. Nothing is too much for them. 5-star. Thank you. xxx			
37	King George V Ward	Neither Likely nor Unlikely		One or two staff members let the rest of the team down. When asking for help, two HCAs are quite rude. The rest of the team, the nurses, have been lovely.		Communication between the staff could improve i.e. doctors to nurses to HCAs. HCAs need to be more caring.	
1	Lundy Ward	Extremely Likely		The staff are very kind and understanding.			
2	Lundy Ward	Extremely Likely		All the staff are very professional and courteous.			
3	Lundy Ward	Extremely Likely		The staff have been very good and helpful.			
4	Lundy Ward	Extremely Likely		The staff are very friendly and helpful.			
5	Lundy Ward	Extremely		It's my first experience as a			

		Likely		patient in hospital and I have been very well treated.			
6	Lundy Ward	Extremely Likely		The staff are a very dedicated, helpful and understanding.			
7	Lundy Ward	Extremely Likely		The staff are just all just so kind, caring and supportive. They listen. So all good really. Spotlessly clean. The food is more than adequate in size and, to be honest, very nice to eat.		Nothing I can think of. Everything has gone very smoothly from admission to the present time.	
8	Lundy Ward	Extremely Likely		I give this ward the highest commendation possible. Nothing is any trouble to any of the staff. They are a great team - very professional at all times.		How can you improve perfection? I have never known such kindness and care. They are just so supportive and kind. They are always there for us as patients.	
9	Lundy Ward	Extremely Likely		12 out of 10 if I could. The staff are amazing, showing kindness and affection. Cleanliness, food, everything is just so good. But, as always, it is really the quality of these fantastic nurses - what would we do without them?		My only view is that I feel more staff would most certainly help. They just never seem to stop, but everything is good. I am impressed on this ward with the communication, not always the case elsewhere.	
10	Lundy Ward	Extremely Likely		A quiet ward. Understaffed at times I think, but outstanding care shown by the nursing staff.		Not really. Great staff. Spotlessly clean. Good food. Quiet. So all very good, thank you.	
11	Lundy Ward	Extremely Likely		They have looked after me very well, thank you. The staff show so much compassion.		Not really,. The staff certainly do their best. The food is good. Bathroom facilities etc. all excellent.	
12	Lundy Ward	Extremely Likely		Whatever your needs, they are catered for. Excellent quality care shown by the nurses.		I don't think there is anything I can suggest to improve the care on Lundy Ward. All is good, very good actually.	
13	Lundy Ward	Extremely Likely		Brilliant. The staff are excellent. After my surgery, the staff have been very helpful. Some of the doctors are a bit full of		Only to get shower facilities in the day surgery unit. I was on the unit for two nights and finished up having to use the shower by ICU I	

				themselves.		think it was. But everything else is fine. Always clean. The food is good and plentiful.	
14	Lundy Ward	Extremely Likely		Very caring, very professional and so caring. Nothing is any trouble for them. Way above expectations.		At the moment, no. Everything is pretty good, thank you.	
15	Lundy Ward	Extremely Likely		Caring staff who give clear explanations & reassurance.			
16	Lundy Ward	Extremely Likely		As from previous visits, the care, kindness & consideration, assistance & help in all categories has not changed. The ward rates among top star hotels.		More help for night staff who seem pushed beyond the limit at times and still give their best at all times.	
17	Lundy Ward	Extremely Likely		Nothing is too much trouble for the team on this ward. My room is clean. I am well looked after and informed. Thank you, Lundy.		Found the food not particularly good, especially when your appetite is not as you would like it to be (slightly disappointing).	
18	Lundy Ward	Extremely Likely		Very helpful & friendly nurses & very caring. Everything was very clean. The only complaint is I felt quite neglected when moved into a side ward. I had to ask for painkillers and water.		The only complaint I have is about the food - I think it is not geared towards a healthy diet. Very little green veg or fruit & everything very sweet.	
19	Lundy Ward	Extremely Likely		Nurses are great. No [illegible] in them, very good at their job.		No.	
20	Lundy Ward	Extremely Likely		Looked after well.			
21	Lundy Ward	Extremely Likely		Mr [name withheld] and all his staff and the staff of Lundy are all wonderful.			
22	Lundy Ward	Extremely Likely		I cannot praise the staff enough. They are all very caring, polite and helpful. I have been a patient in this hospital several times and I cannot praise the care enough. Thank you.			

23	Lundy Ward	Extremely Likely		V. supportive, respectful, open, friendly staff who took care to inform, attend and direct in a very professional manner.			
24	Lundy Ward	Extremely Likely		Staff friendly and couldn't be more attentive and helpful. Nothing too much trouble.		Carry on as normal.	
25	Lundy Ward	Extremely Likely		I have been treated with such respect, non-judgemental, friendly and most professionally. I cannot say enough about the excellent care I have received.		The food could be warmer.	
26	Lundy Ward	Extremely Likely		Excellent service, friendly, helpful staff.		Noise levels at night.	
27	Lundy Ward	Extremely Likely		Staff are a perfect mix of multi-skilled staff who really can't do enough for you - nothing is too much trouble.		As on other wards, it would have been nice to have some form of entertainment (even just radio) to help pass the time.	
28	Lundy Ward	Extremely Likely		The dedication and care of the whole team on Lundy is second to none. I was made to feel valued as a person with my dignity intact during some undignified procedures. I would especially like to thank SN [name withheld] and HCA [name withheld] for your kindness & care.			
29	Lundy Ward	Extremely Likely		Could not ask for better care or attention. Highly recommend.			
30	Lundy Ward	Extremely Likely		Likely good staff look after [illegible].		Carry on the work.	
31	Lundy Ward	Extremely Likely					
32	Lundy Ward	Extremely Likely		The level of care & compassion far exceeded any preconceived idea I had. I was not in a good		TV costs are too high. Otherwise, everything was excellent, including the food.	

				way when I came in & was made to feel very comfortable & nothing was too much trouble. Thank you.			
33	Lundy Ward	Not entered		To tried to know.		Could do with being left to sleep for a bit.	
34	Lundy Ward	Not entered		As I don't want any of my friends or family to have any cancer operations.		Operate at people's homes.	
1	Staples Ward (Stroke Unit)	Extremely Likely		Very friendly.		More investment needed from government - concentration on essentials such as NHS.	
2	Staples Ward (Stroke Unit)	Extremely Likely		The staff are all very good.		Satisfied as it is.	
3	Staples Ward (Stroke Unit)	Extremely Likely		Everything is good. The staff are all good.		Satisfied as it is.	
4	Staples Ward (Stroke Unit)	Extremely Likely					Do not publish
5	Staples Ward (Stroke Unit)	Extremely Likely		The staff are wonderful.		More staff needed at times.	
6	Staples Ward (Stroke Unit)	Extremely Likely		The friendliness and efficiency of the staff.		Satisfied as it is.	
7	Staples Ward (Stroke Unit)	Extremely Likely		The co-operation between staff and their friendliness.		Very satisfied as it is.	
8	Staples Ward (Stroke Unit)	Extremely Likely		All so friendly.		Satisfied as it is.	
9	Staples Ward (Stroke Unit)	Extremely Likely		Been treated well by all the dedicated staff, including the Sodexo staff.			
10	Staples Ward (Stroke Unit)	Extremely Likely		All the staff have been brilliant. Nothing is too much trouble.			
11	Staples Ward (Stroke Unit)	Extremely Likely		Everything has been good about this ward.			
12	Staples Ward (Stroke Unit)	Extremely Likely		The ward staff are excellent.			
13	Staples Ward	Extremely		Very dedicated staff who are			

	(Stroke Unit)	Likely		always there when needed.			
14	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by all the staff.			
15	Staples Ward (Stroke Unit)	Extremely Likely		Very well looked after by a dedicated team.			
16	Staples Ward (Stroke Unit)	Extremely Likely		Total commitment of staff. The care and help were superb - a great team. Nothing is too much trouble. Consultant Mr [name withheld] and his team were also very good. [Name withheld]			
17	Staples Ward (Stroke Unit)	Extremely Likely		You were all excellent and very caring. Thank you very much. [Name withheld]		None.	
18	Staples Ward (Stroke Unit)	Extremely Likely		All the doctors, nurses and healthcare assistants are friendly but professional. They are kind and caring towards the patients and their family members also.			
1	Tarka Ward	Extremely Likely		The staff are brilliant both day and night. They are kind, caring, polite and gentle and you are treated with respect. The ward and toilet facilities are clean and the beds are comfortable. So far I have only had breakfast. The porridge was very good - I can recommend this!		I would like the lighting to be lower at night to aid sleep.	
2	Tarka Ward	Extremely Likely		The staff are brilliant. If you need anything they respond to the buzzer very quickly. They are very obliging and are very good to everyone. The food is good with a wide choice. The ward is beautifully clean and shower facilities are good.		None.	

3	Tarka Ward	Extremely Likely		The nursing staff on Tarka are exemplary. Nothing is too much trouble, whether from medical staff (consultants, doctors etc) to the Sodexo staff who offer the food. The porridge is very good. Everything is A1.		No, none - it is marvellous.	
4	Tarka Ward	Extremely Likely		It has been good care.		None.	
5	Tarka Ward	Extremely Likely		All the nurses and other staff are very caring. Everything is very good. The food is very good - it has improved greatly since I was in 3 years ago. Everyone is friendly and cheerful.		None.	
6	Tarka Ward	Extremely Likely		The friendliness and help when needed.		None.	
7	Tarka Ward	Extremely Likely		All the staff have been attentive, pleasant, approachable, nice and caring, and professional.		None.	
8	Tarka Ward	Extremely Likely		The staff have time and consideration, despite being busy.		The staff are very friendly and here to help. No question is too silly.	
9	Tarka Ward	Extremely Likely		The nursing staff are very attentive at all times. There is absolutely nothing that seems a problem to them.		Only to say that I feel these wonderful nurses need a little more help. My word, they run around all day. The food is adequate but I haven't eaten very much. The ward is spotless. Have you ever thought about a fresh water dispenser on each ward to save bothering the staff?	
10	Tarka Ward	Extremely Likely		Everything is just fine. Not a question that I find relevant to be honest.		I think the NHS and our hospital is marvellous!	
11	Tarka Ward	Extremely Likely		Super-polite, friendly, caring staff. All very professional.		My care has been way over and above on Tarka Ward. I would like	

						to say though that I felt a breakdown of some sort in communication as I was left in the recovery room for over six hours and, to be honest, I was not happy as it seemed a long time. Plus, the staff are so busy - they hardly spoke to me.	
12	Tarka Ward	Extremely Likely		The quality of the nursing is excellent. In my mind, understaffed but I guess that is the norm. I do feel some staff should learn listening skills, especially the physiotherapists who argued against my wishes for a raised toilet seat. They did eventually listen but it took three days. The domestic staff are brilliant.		Just please listen but, overall, my care has been way over and above my expectations - food, excellent cleanliness and care. Thank you.	
13	Tarka Ward	Extremely Likely		Brilliant, friendly, caring, compassionate and helpful at all times.		Not really, no. Happy with everything. The food is fine. So clean. I was surprised just how much dust and dirt the staff pick up daily. They all do a fantastic job.	
14	Tarka Ward	Extremely Likely		Lots of care. Lots of checks. Very genuine in their care, as well.		Nothing, thank you. Our mother has the start of dementia and I must say the staff are absolutely marvellous.	
15	Tarka Ward	Extremely Likely		Absolutely wonderful. The staff are just brilliant in the way they care for you.		I think everything is just fine. The nurses, doctors, consultants, cleaners, ward clerk - everyone is wonderful.	
16	Tarka Ward	Extremely Likely		I have been well looked after by everyone. My room has been kept clean and tidy by the ancillary staff.			
17	Tarka Ward	Extremely		I have been made comfortable.			

		Likely		The staff have been nice and friendly.			
18	Tarka Ward	Extremely Likely		The approach by all of the staff to patients has been excellent.			
19	Tarka Ward	Extremely Likely		The staff on this ward are the best I have ever encountered. They take time to explain everything and are wonderful carers. An actually enjoyable stay from the start.			
20	Tarka Ward	Extremely Likely		There is always a member of staff around when you need them, and they are also very pleasant and helpful. I am grateful for having a single en suite room. All the staff, from doctors, medical staff to Sodexo ancillary staff are very professional and pleasant.		I would prefer the staff on night duty to be quieter, if possible.	
21	Tarka Ward	Extremely Likely		The nurses are very caring and have so much to do. They get things for you and make sure you are comfortable.		No. Perfectly alright, except I never seem to see a doctor.	
22	Tarka Ward	Extremely Likely		All the staff are very friendly and helpful, nothing is ever too much trouble for them. The ward is clean and beds are changed daily. I am currently in a side room which is en suite which gives me extra privacy. So far, the food has been good although as yet I have only had breakfast. Water jugs are regularly replenished.		No, because it is so great.	
23	Tarka Ward	Extremely Likely		All the staff are caring and empathetic. I have only been in one night so far and consequently missed most meal times, although they managed to		None.	

				get me some sandwiches last night.			
24	Tarka Ward	Extremely Likely		They are very caring and look after me well. The food is ok but I do not eat much anyway. The ward and facilities are clean.		No. I don't think so.	
25	Tarka Ward	Extremely Likely		They always ask if you need anything all the time. All the staff are caring and friendly. The facilities are clean. The food is quite nice, with a range of choices.		No. I cannot think of anything.	
26	Tarka Ward	Extremely Likely		All the staff are very friendly, helpful and caring. The meals I would rate as 6/7 out of 10. The menu choices are very good most of the time. The meals are tasty and fresh and the salads are ok.		Stop charging for TV on the wards as it is difficult when you have no money with you, especially if you are brought in to hospital unexpectedly. Prisoners in prison do not have to pay so why should patients?	
27	Tarka Ward	Extremely Likely		The nursing staff have been very attentive, helpful and get you things when needed. The Sodexo staff are very good. The food is pretty good but I have been limited to what I can eat.		None. Unfortunately, although they are going to discharge me today and will have to arrange transport to take me home, I will then have to come back in tomorrow at 10 am for a pre-op assessment. This will cause me difficulty getting in as I have problems walking and mobility is limited.	
28	Tarka Ward	Extremely Likely		All very good.			
29	Tarka Ward	Extremely Likely		Friendly staff. Clean and tidy room/ward.		Better food!	
30	Tarka Ward	Extremely Likely		Wonderful caring. If I had been the Queen I could not have been treated any better. I was made to feel so relaxed and the staff gave			

				me time and smiles - from kitchen staff to very top.			
31	Tarka Ward	Extremely Likely		All the staff were most kind and friendly, nothing seemed too much trouble. When you are in a lot of pain you need a lot of reassurance and they all helped to put my mind at ease.			
32	Tarka Ward	Extremely Likely		Staff the best I've ever encountered. Explain everything, give time to do this. The ward staff are real carers. Whatever you're doing, don't change it. The system works. An actual enjoyable stay from start to finish.		It ain't broke, don't fix it. Just keep employing wonderful, caring people.	
33	Tarka Ward	Extremely Likely		Staff are very caring and helpful.			
34	Tarka Ward	Extremely Likely		I have been very pleased with total care taken whilst I've been here.		I've been very pleased with everything.	
35	Tarka Ward	Extremely Likely		All the staff I have met from housekeeping through to RNs have been kind, compassionate, keeping me informed with my care.		My only poor part of my experience was the radiographer was quite rude when we went down, it wasn't really necessary. The discharge process would benefit from getting medication available quicker too!	
36	Tarka Ward	Likely		I have been cared for very well thanks to all the staff. Enjoyed the food.		There is a lot of litter on the roof outside could cause a rodent problem!!	
37	Tarka Ward	Don't Know		Only 24hr there. This is my 2nd T.H.R. (total hip replacement). [Dates omitted]. I was last arriving on ward and so staff already busy. It would be very useful to have a page in the		Wifi sheet / password. A simple photo of the bed controls and diagram on how they operate would be useful. Make sure patient has tissues and wipes for use with bottle / pan. Information on alarms	

				information book on arrival on the ward. I was uncomfortable and could not understand when pressing the button to raise back rest, knees also come up.		and how not to set them off when doing OBS. Check patient comfort.	
38	Tarka Ward	Not entered					
1	Victoria Ward	Extremely Likely		The staff are coping very well with the pressure.			
2	Victoria Ward	Extremely Likely		Well looked after. Ward clean. Feel well rested.			
3	Victoria Ward	Extremely Likely		The staff are hardworking and diligent, always smiling.			
4	Victoria Ward	Extremely Likely		The staff are kind and caring. The ward is very clean.			
5	Victoria Ward	Extremely Likely		All the staff can't do enough for their patients.			
6	Victoria Ward	Extremely Likely		Everyone has been good to me. A very clean ward.			
7	Victoria Ward	Extremely Likely		The atmosphere is good. The staff are very welcoming and dedicated.			
8	Victoria Ward	Extremely Likely		I have been well looked after by everyone. The ward is very clean.			
9	Victoria Ward	Extremely Likely		Everyone is helpful and understanding.			
10	Victoria Ward	Extremely Likely		The staff are very attentive and understanding.			
11	Victoria Ward	Extremely Likely		Everyone has been so good to me. Nothing is too much trouble.			
12	Victoria Ward	Extremely Likely		The staff are very good and understanding.			
13	Victoria Ward	Extremely Likely		All the staff have been kind and thoughtful.			
14	Victoria Ward	Extremely Likely		Helpful and dedicated staff - can't do enough for you.			

15	Victoria Ward	Extremely Likely		The people who work here, from domestics to senior medical staff. Everyone has been so helpful and caring. They go the extra mile. Junior doctors need to be not so pushy and listen more to their patients.		Apart from the young doctors, everything is good. A hairdresser service would be so good for washing and helping to keep it looking nice. After 3 weeks, it feels terrible.	
16	Victoria Ward	Extremely Likely		Everyone is so attentive and they explain everything to you so you do not have to worry so much.		It is the staff that make my stay so good.	
17	Victoria Ward	Extremely Likely		The nurses are friendly. They cannot do enough for you.		I was here ten years ago and the food has improved.	
18	Victoria Ward	Extremely Likely		Brilliant service.		Everyone has been brilliant.	
19	Victoria Ward	Extremely Likely		Attentive staff.		Not happy with the food. It is sometimes cold and dried up. The food is not appealing.	
20	Victoria Ward	Extremely Likely		All the staff have been incredibly kind and caring. The shower in this bay is leaking this morning, so have not yet had a shower. The staff have answered any questions I have had and responded to any requests. The food is satisfactory with an acceptable choice. I really miss the cheese and biscuits that used to be served.		I suggest that the media stations above the beds could be removed as they are outdated and very expensive. Also, plugs with USB sockets would be an advantage.	
21	Victoria Ward	Extremely Likely		The ward appears well organised and managed. First thing this morning, I was greeted by very happy, smiling nurses that got on well with their jobs. I am very impressed. The bay is nice and clean, and tidy. The breakfast was ok.		The nursing staff are due more respect and pay.	
22	Victoria Ward	Extremely		The nursing staff are caring and		More help with eating my meals as	

		Likely		efficient. The facilities are very good. The choice of food is average. Because of my diabetes, I have some food brought in from home.		I have a tremor, which makes it difficult to manage using feeding implements.	
23	Victoria Ward	Extremely Likely		The staff are friendly and caring. It is one big happy family. The food is alright and the choice is ok.		None.	
24	Victoria Ward	Extremely Likely		The care by the staff is very professional. There is a relaxed atmosphere in the ward. They take the time to talk to you. The food is good considering that it is mass catering, with a good selection.		I would suggest that a television is placed in a small general sitting area / lounge where mobile patients could watch in the evenings. The removal of the media centre, which is very expensive to use and there are no instructions as to how to use it.	
25	Victoria Ward	Extremely Likely		The staff respond quickly to any requests made. I find the staff caring and helpful. The cleaning cannot be faulted. The food is well cooked and edible with a fair choice.		None.	
26	Victoria Ward	Extremely Likely		The staff are very friendly and the medical staff are very professional.		None.	
27	Victoria Ward	Extremely Likely		The care and attention that I have received has been wonderful. My medication and comfort has been of great importance. All the staff have been friendly, cheerful and caring.			
28	Victoria Ward	Extremely Likely		The kindness, thoughtfulness and the sense of humour. The atmosphere is super and most people know what they are		A floating hairdresser and manicurist, pedi and all that.	

				doing. So important when one is frightened and alone.			
29	Victoria Ward	Extremely Likely		10 out of 10, great staff, a credit to the NHS.		No.	
30	Victoria Ward	Extremely Likely		Looked after very, very well. Thank you so much.			
31	Victoria Ward	Extremely Likely		Hardworking, friendly staff. Well looked after. Great care.			
32	Victoria Ward	Extremely Likely		I think all of the staff are just wonderful, kind and understanding and do more than their best for you. Deepest love and God bless them all. Love, [name withheld].		Yes. Please look after all the staff. Without them, we have nothing. God bless them all.	
33	Victoria Ward	Extremely Likely		Very friendly staff.		Make TV free, as in prison.	
34	Victoria Ward	Likely		The staff give 99% care. Most of the staff answer the bell within a few minutes, but take longer if busy. The food is not acceptable, with a poor choice.		The food and choices need improving. I would also like a quicker response when I ring the bell.	
35	Victoria Ward	Likely		The staff are really good and helpful. They keep you well informed about what is happening. They keep you well hydrated and change the water jugs regularly, and hot drinks are offered. There is a good choice on the menu and the food is fine.		I would like the medical staff to lower their voices when discussing private or embarrassing details.	
36	Victoria Ward	Likely		Very friendly. My first time for treatment.			
37	Victoria Ward	Likely		I can't fault the standard of care received. I found the catering a challenge (often dry, overcooked or inedible). My family supported my diet!		Review the catering facilities!	

38	Victoria Ward	Not entered		Treated with great care. Been in 6 weeks before being taken to Plymouth. Hospital staff very exceptional, never wanted for a thing.		A new heart operations ward, saving to and fro hospitals.	
----	---------------	-------------	--	-------------------------------------------------------------------------------------------------------------------------------------	--	-----------------------------------------------------------	--