

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Apr-19

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		Nothing is too much trouble.		Very satisfied as it is.	
2	Alexandra Ward	Extremely Likely		All the staff are very kind and nice.		Happy as it is.	
3	Alexandra Ward	Extremely Likely		The staff cannot be faulted.		Continuity of care is not what it should be e.g. different doctors with different views. Also, partially caused by too much paperwork. The hospital does not have the required dressings, so I provide my own.	
4	Alexandra Ward	Extremely Likely		The cleanliness and kindness shown.		At times, it takes a long time for staff to respond.	
5	Alexandra Ward	Extremely Likely		The atmosphere is good, and the nurses are very patient and tolerant.		A better breakfast i.e. cooked.	
6	Alexandra Ward	Extremely Likely		The service is very good.		The food could be tastier.	

7	Alexandra Ward	Extremely Likely		Everyone is so friendly and helpful.			
8	Alexandra Ward	Extremely Likely		Well looked after by dedicated staff.			
9	Alexandra Ward	Extremely Likely		The majority of the staff are lovely - one of the nurses is not so caring and attentive. Otherwise, everything is very good.		I would appreciate more time with the doctors to talk about my condition.	
10	Alexandra Ward	Extremely Likely		The staff are attentive - doctors, nurses, domestic staff, therapists, everyone. The service is good.		More staff to relieve the pressure would be good. The staff are so caring with everyone.	
11	Alexandra Ward	Extremely Likely		The nurses are approachable and nothing is too much trouble.		I have needed to see a cardiologist and have been waiting over a week - I believe one is coming today. I have been moved five times now in the night in eight days - no wonder no-one can find me. I am also waiting to see the diabetic nurse. I have rung her and she has not responded. The staff have requested her to visit me and so far she has not responded. The nurses are doing a fantastic job, sometimes in difficult circumstances.	
12	Alexandra Ward	Extremely Likely		Smiling and willing staff.		All good. Everyone knows their job - they do it well.	
13	Alexandra Ward	Extremely Likely		The staff have looked after me very well.			
14	Alexandra Ward	Extremely Likely		All the staff have been good & kind.		The food available on the gluten-free menu could be better quality. Hot drinks could be hotter.	
15	Alexandra Ward	Extremely Likely		The staff are very welcoming.		On the food menu, I've ticked for a snack option as well but never received it.	

16	Alexandra Ward	Extremely Likely		The staff are very good & attentive.			
17	Alexandra Ward	Extremely Likely		The staff are very good.		Food presentation could be better. It is bland and meal sizes appear to be the same whatever you ask for.	
18	Alexandra Ward	Extremely Likely		The staff are good & caring, very helpful.		Food portions - whatever size you ask for it comes the same.	
19	Alexandra Ward	Extremely Likely		Staff are very good & friendly.			
20	Alexandra Ward	Extremely Likely		The staff have been very helpful and understanding.			
21	Alexandra Ward	Extremely Likely		Well treated by all.			
22	Alexandra Ward	Extremely Likely		Cheerful & supportive staff.			
23	Alexandra Ward	Extremely Likely		I have been looked after very well by all.			
24	Alexandra Ward	Likely		Communication can be difficult but, overall, it is a good ward.		Good as it is.	
25	Alexandra Ward	Likely		Friends and family would react differently.		Happy the way it is.	
26	Alexandra Ward	Likely		I have been given the wrong dose of medication.		Food and drinks should be more readily available – vending machine?	
27	Alexandra Ward	Likely		Looked after well and the food is good,		In my opinion, I am being discharged too soon, still going home with the same symptoms.	
1	Capener Ward	Extremely Likely		Was admitted as an emergency while on holiday. The staff were amazing and really looked after us. Were very impressed by the efficiency of the hospital. Couldn't have been in better hands.		No - it was perfect!	
2	Capener Ward	Extremely Likely		Care, consideration, cleaned often, food v. good.		No.	

3	Capener Ward	Extremely Likely		The staff are always busy & helpful.		Could do with more HCAs.	
4	Capener Ward	Extremely Likely		Everyone has been very helpful.			
5	Capener Ward	Extremely Likely		Well looked after by well trained staff.			
6	Capener Ward	Extremely Likely		The staff have been very welcoming & friendly.			
7	Capener Ward	Extremely Likely		The staff are excellent, very friendly.		Satisfied as it is.	
8	Capener Ward	Extremely Likely		The staff are very kind. I appreciate having a bed by the window.		Happy as it is.	
9	Capener Ward	Extremely Likely		Very friendly. Nothing is too much trouble.		Happy as it is.	
10	Capener Ward	Extremely Likely		The efficiency and friendliness of the staff.		Happy as it is.	
11	Capener Ward	Extremely Likely		All the staff have been very kind. They have been excellent. The food has been excellent - very nice and tasty with a very good menu choice. I am currently in a side room with my own facilities which are clean. The care has been of a high standard.		None.	
12	Capener Ward	Extremely Likely		The care has been very good. The staff have been very good, friendly, cheerful and approachable.		None.	
13	Capener Ward	Extremely Likely		The staff are very good and listen to your needs. The food is ok.		None.	
14	Capener Ward	Extremely Likely		The staff are wonderful. They come quickly when you ring the bell. They are cheerful and friendly. There is nothing to grumble about. The food I have ordered has been very good.		None - all good.	

15	Capener Ward	Extremely Likely		All the staff are lovely. They do a superb job. The cleaners are excellent, keeping the bay clean. The staff are friendly, cheerful and very efficient and professional. The food is not to my taste.		None.	
16	Capener Ward	Extremely Likely		The nurses work hard. Nothing is too much trouble for them. The food is so-so!		No.	
17	Capener Ward	Extremely Likely		The care is professional under difficult conditions and with patients requiring a lot of care.		The patients with dementia bring instability and disruption to the smooth running of the ward and they are demanding. This makes it noisy and distressing for the other patients who are trying to recover.	
18	Capener Ward	Extremely Likely		The staff on this ward are marvellous - they work in difficult and depressing circumstances.		This ward is depressing with the patients who have dementia - this is not meant unkindly.	
19	Capener Ward	Extremely Likely		Everything is wonderful, especially the nurses.		All wonderful. I have not wanted for anything.	
20	Capener Ward	Extremely Likely		The staff are good.		The staff at night are not as good as in the daytime.	
21	Capener Ward	Likely		I feel that, at times, the staff could be more careful when handling/moving a patient who is in pain.		Overall, the nurses do a very good job.	
22	Capener Ward	Likely		All the staff have been pleasant, cheerful people. The ward is as pleasant as it can be.		No - it is fairly reasonable.	
23	Capener Ward	Likely		The cleanliness of the ward is fine. Some nurses are first class, others are lackadaisical. Disappointed in the provision of medication as I arrived on the ward without my own personal prescription and so had to wait at		My request for pain relief was brushed aside and nothing was given to me.	

				least 1 1/2 days before a drug was supplied. The food is bland.			
24	Capener Ward	Neither Likely nor Unlikely		I find that for the mature patient, we need more help.		More senior nursing staff, those who give medications.	
25	Capener Ward	Unlikely		The majority of staff are wonderful but they are let down by a minority.		Communication needs improving. My wife was not informed of my whereabouts when I was moved here from another local hospital. Also, there appears to be a breakdown in the making of arrangements/treatment for when I leave.	
26	Capener Ward	Extremely Unlikely		Myself (a visitor) and another visitor plus patients have noticed an HCA mistreating a patient by speaking to her in a rude way, knocking her with a table and also leaving her to urinate on herself once and almost a second time.		A formal complaint will be made on Monday 08/04/19.	
27	Capener Ward	Extremely Unlikely		It is extremely noisy day and night due to visitors and staff. I cannot sleep but the staff have been wonderful.		Reduce the noise I have experienced - children have been on the ward until 8.45pm.	
1	Caroline Thorpe Ward	Extremely Likely		All the staff are just so good with the children, plus very good at looking after the parent, always kind and welcoming.		No, nothing I can think of. Very pleased with everything, actually.	
2	Caroline Thorpe Ward	Extremely Likely		The nurses are always kind, checking all the time to make sure I am well.		Not really. I have been to another hospital and only returned a couple of days ago, but everyone is the same - kind and friendly staff. The food is fine with a good choice on the menu.	
3	Caroline Thorpe Ward	Extremely Likely		Made very welcome. As soon as I arrived, I was made to feel at		No. I really think the hospital has got it about right, quite impressed	

				ease by kind and friendly staff.		by it all - that includes us, as parents.	
4	Caroline Thorpe Ward	Extremely Likely		Brilliant. The nurses and doctors are lovely. They have an excellent attitude the way in which they care for our baby - and not only our son, but the way in which they ensure that I am well also.		No. It is wonderful to find doctors that listen to you and nurses that then carry out the doctors' instructions.	
5	Caroline Thorpe Ward	Extremely Likely		Would not hesitate in recommending Caroline Thorpe Ward. Makes us feel safe knowing that our daughter is in such professional care.		Caroline Thorpe Ward is excellent, always ready for us on our arrival and made to feel so welcome at all times. A head up regarding our consultant in Bristol. Our original consultant has apparently moved on and we have no idea of the name of the new consultant our daughter has been put under. Although we are unsure of the date of the surgery, we do know that surgery will take place, so it would be nice just to have some form of communication that will provide us, as parents, with peace of mind in knowing who the consultant is.	
6	Caroline Thorpe Ward	Extremely Likely		My second time on the ward. If you have to be a patient, it is just so good, the nurses are always happy in their job, always kind and caring.		I think you as the hospital have got it about right the way you treat us as young adults and not children. You show us respect and dignity in all that you do. As a teenager, I am impressed. I am also impressed with the cleanliness. Lying here with nothing else to do, quite a highlight watching the friendly cleaning ladies. The nursing staff, and doctors are just superb. The food is also good, with an excellent choice on the menu. Chicken	

						Nuggets....Wow, bring it on.	
7	Caroline Thorpe Ward	Extremely Likely		10 out 10. I can balance that score against a previous hospital that we were in a couple of weeks ago. Cleanliness is excellent, and the doctors and nurses are brilliant.		No. As holidaymakers, we are very impressed by the way in which the doctors and nursing staff communicate with each other in a very professional way. The staff have also looked after us as parents as much as they can, giving so much help and support to us.	
8	Caroline Thorpe Ward	Extremely Likely		As visitors / holidaymakers to the area, we think the staff are just amazing, made us all very welcome and not just our daughter but likewise us as parents. Very clean and tidy, and seemingly a very smooth-running ward.		No way I can think of. The service and care has been of the highest standard. Outstanding even. Just so impressed and, as I am a GP myself, I think I am more than qualified enough to say these words of high praise.	
9	Caroline Thorpe Ward	Extremely Likely		Just the amazing staff really after a six-hour wait in A&E. But, as soon as arriving on the ward, we were made just so welcome, calmed and given a cup of tea. From then on, the doctors and nurses are doing their best in caring.		No, not on the ward. Six hours in A&E though we felt was a bit too much, especially with a seven week old baby.	
10	Caroline Thorpe Ward	Extremely Likely					
11	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Clean - calm - friendly. We felt listened to and secure. We were always able to speak to the right person.	The level of attention to care. The competency levels - and we were never left waiting.		
12	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, understanding staff.	Caring.		
13	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	This is our second visit to CTW in [name withheld] 4 months and everytime I have found the staff extremely efficient, caring and	The staff and the care that was given to [name withheld].	Nothing.	

				friendly, I cannot fault the care we have received.			
14	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We have felt cared for and very well looked after. The empathy, professionalism and knowledge shown by everyone here was second to none. We particularly want to thank [names withheld] for taking such good care of our baby boy. We have had such great advice from [names withheld] in particular and we always felt comfortable to ask questions.	The speedy response when we first came in by all, including Dr [name withheld] made us confident that he was going to be ok. We slept so much better knowing [name withheld] was watching over him.	The window is jammed open in room 2 so was a little [illegible].	
15	Caroline Thorpe Ward	Yes	Patient	Everyone here looks after you really well and it's very quiet. They're all really happy and cheerful even though they do long shifts.	They looked after me really well and made me smile. They explained everything to me clearly and made sure I understood. I got pushed around in a wheelchair which was fun.	Nothing really because everyone was so friendly and nice to me and my mum.	
16	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The doctors are friendly and do good medications. Thorough and professional and kind.	We were seen promptly despite being a referral. Thorough examination with 48hour access if we were concerned. It was friendly and calm.	All good.	
17	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly and cooperative. Empathetic and caring. Explanations were well given and the wellbeing of my daughter came first.	Parent-first care of my daughter. I was given every opportunity to decide and care for my daughter.	N/A.	
18	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
19	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, friendly team, very welcoming & caring.	Friendly, happy staff.		
20	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because they've done all they can to make my daughter feel better!	Attentive staff, good entertainment and decent food.	N/A.	
21	Caroline	Yes	Parent/Guardian/	Always helpful and caring.		Working lockers.	

	Thorpe Ward		Carer				
22	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were supportive and reassuring which made the situation easier to deal with. Fantastic ward & staff!	The staff.	Nothing.	
23	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff were very helpful & friendly! Made [name withheld] feel as comfortable and at home as possible.	Nurse [name withheld] was amazing! Made our stay much more comfortable.	Options for food for alone parents who can't leave child.	
24	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are tireless, always happy and positive and respectful. Always keeping me informed and very friendly.	Their knowledge, clean and welcoming.	Nothing, they should be commended for their work as you can tell it's not just a job to them and thank you.	
25	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, helpful staff.	Seen quickly by a doctor this morning.		
26	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Today, we have received excellent support and care. From the word go my son has been well looked after and it has been a good, safe experience for him. Thank you to all the staff for their professional help!!	Everyone was kind, the food was nice and everyone looked after me. (Patient)	Nothing!	
27	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff, doctors, nurses are absolutely amazing and gave my son the most incredible care. We thank them so much for everything they have done for us.	Everything.	Nothing everything was perfect.	
28	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great staff. Helpful, friendly and explained everything really well. Clean ward and nice food.	TV, own room, air hockey. Nice food. Kind nurses and doctors.	A clock in room. Radio. Tea for adults.	
29	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff were all friendly and very helpful. Also very quick. Thank you x.	How thorough the staff were and how confident they made us feel.	N/A.	
30	Caroline Thorpe Ward	Yes	Patient	Nice staff members, process was good.	Hospitality of the staff.	Nothing.	
31	Caroline	Yes	Parent/Guardian/	Very friendly & informative staff.	Very caring staff.	Nothing.	

	Thorpe Ward		Carer	Very efficient also.			
32	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing staff. Friendly, professional.	The food available and friendly staff.	?	
33	Caroline Thorpe Ward	Yes	Patient	Very nice nurses and doctors.	Helped me get better.	Nothing.	
34	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
35	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care for my child, thanks.			
36	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Caring, compassionate staff.			
37	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Wonderful staff, excellent facilities. Very impressed.	Staff and way my son was treated.	Nothing.	
38	Caroline Thorpe Ward	Yes	Patient	I was observed and looked after well and felt at home by the nurses' attitudes and caring.	I felt comforted and safe.	Made sure all windows etc. worked and temperature / noise is okay.	
39	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone we saw was friendly and helpful. Everything was explained to us clearly. We felt very well looked after.	That the doctors were so thorough and happy to explain everything. How lovely all of the staff were. The food!	Nothing, you all do a wonderful job! Thank you for such brilliant care.	
40	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
41	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Myself and my daughter was very well looked after. We were here for 6 days and everyone was so lovely.	How kind everyone was.	We were happy with everything. Thank you.	
42	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The support and care to my child has been incredible, but also the reassurance given to myself as well. Thank you all so, so much!!	Explained in previous box.	N/A.	
43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Helpful, friendly and they make you feel your child is well looked after.	My little boy is back to full health thanks to all the doctors, nurses & ambulance crew.	N/A.	
44	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The nurses are lovely.	Getting some movement on child's treatment.	N/A.	
45	Caroline	Yes	Parent/Guardian/	Very clean. Lovely staff, nothing	The friendliness of the nurses	Nothing. Oh actually, sorry, I	

	Thorpe Ward		Carer	too much trouble.	that looked after us.	(mum) needed some paracetamol for headache, maybe be allowed to give this if needed? Only thing.	
46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	I cannot thank the team enough for their tremendous support they have given us. They are all so wonderful.	How the team have all been super-friendly and caring.	Nothing!!	
47	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	They are caring and here to help if you need them and always happy to help.		Nothing, happy with it all.	
48	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Kind and caring staff and prompt treatment.	Fantastic nursing care. Dr's explained things well.		
49	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Brilliant, helpful, friendly staff.	Everyone was very helpful & we were kept updated on what was happening.	Nothing.	
50	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Felt really welcome and felt our baby was very safe and well looked after.	Staff.	Nothing, was spot on.	
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	[Name withheld] was very scared when she arrived on the ward as she knew she had to have bloods taken. The Drs were very good with her and made a bad situation a little less scary for her.	The staff.	Nothing.	
52	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care by all members of the team. Kept informed and updated about my daughters care.	Supportive and caring staff.	Information when arrived on ward about facilities for parents / carers / including where to access.	
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We've been really looked after here. Nothing has been too much trouble and everyone's been so kind and helpful. Thank you [names withheld] x.			
54	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff very helpful and very thorough.	All the care and attention given.	Happy with all care.	
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Our son received fantastic care during a very worrying time. The	Attentiveness / great combination of [illegible]. Very		

				whole team was very attentive, thorough and efficient. Everything was explained very well and our time here was a positive as it possibly could be.	thorough. We felt that and empathy our son was receiving the very best care.		
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Thank you for looking after my daughter so well x.	Well looked after. Everyone so nice & friendly.	Still not sure why [name withheld] is poorly but maybe just viral?	
57	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly & helpful staff. Very understanding when my daughter was upset. Great nurses & a great ward!	Nothing was too much for the staff.	Nothing.	
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Really excellent care! 7-year old broken arm and distressed. Staff treated her with care. 10/10. Excellent!!	Patient care. Very understanding.	Time waited for ambulance was 3hrs.	
59	Caroline Thorpe Ward	Yes	Patient	It's friendly, staff always about to answer questions and willing to help in any way they can.	Staff were friendly and helpful.	Minor delay with the [illegible] but nothing too bad.	
60	Caroline Thorpe Ward	Yes	Patient	All staff friendly & helpful - was well looked after, both myself and my baby. Hard to single anyone out as all fantastic but [name withheld] lent me her phone charger.	Felt looked after the whole time. Nothing was too much trouble.	N/A.	
61	Caroline Thorpe Ward	Not entered	Patient	I was looked after very well and all the nurses were lovely.	The way they looked after me.	Nothing.	
62	Caroline Thorpe Ward	Not entered	Patient	No. Friendly staff.	The sleeping.	Food – a biscuit.	
63	Caroline Thorpe Ward	Not entered	Parent/Guardian/Carer	This visit was great, very friendly staff and we was well looked after.	The staff was very friendly and very efficient.		
1	Fortescue Ward	Extremely Likely		All the nurses are so kind and hard working. The food is good.		Not really.	
2	Fortescue Ward	Extremely Likely		The staff been very good and patient.		Satisfied as it is.	
3	Fortescue Ward	Extremely Likely		I have confidence in the staff looking after me.		Happy as it is.	

4	Fortescue Ward	Extremely Likely		The nurses look after us all to the best of their ability. Wonderfully caring, just so kind, always a smile.		Not to my way of thinking. Everything is very good. Very clean. Good, hot food.	
5	Fortescue Ward	Extremely Likely		The staff have been very good & kind.			
6	Fortescue Ward	Extremely Likely		All the nursing staff carers have been very helpful and pleasant and they can't do enough for you. The bay is ok - clean. The food is ok and reasonably well cooked but by the time it gets to me it not more than warm.		I would be better if the food was hotter.	
7	Fortescue Ward	Extremely Likely		Everything is ok, if can't be better. The nursing / care staff are very friendly and helpful. I don't have much of an appetite - only soft food / soups.		None.	
8	Fortescue Ward	Extremely Likely		The attention to detail and care is good. I am most impressed with the nursing and care staff. The food is fantastic with a good choice.		None.	
9	Fortescue Ward	Extremely Likely		Well looked after, thank you. I cannot remember when I got in here, but everything seems good.		The staff are very kind and so hardworking. I do not think anyone could do much more. I have a cracking in my hip and cannot move very much, but the staff do everything for us.	
10	Fortescue Ward	Extremely Likely		Generally speaking, as a whole the staff do a very fair job. Very understaffed and, therefore, too overworked to do a proper job of nursing.		Not really. My only concern is the way the doctors treat the illness and not the patient with the illness.	
11	Fortescue Ward	Extremely Likely		Only been on the ward 24 hours. Made very welcome. My only concern was the amount of time I		Not really. I mean very impressed, actually - just that one thing I said regarding communication.	

				waited to see the doctor. Just to have been told it may be a long wait would have helped. So a little more communication please. Not a complaint, just a little head up.			
12	Fortescue Ward	Extremely Likely		The staff are just wonderful, all of them. The cleaning staff work so hard, just as the nursing staff do. All seem so busy - surely more nursing help is required.		A very difficult question to answer. Personally, I think the ward is very well run. The staff obviously have to spend longer looking after some patients than others, but all of the nursing staff give their best at all times, doing a job I could never do.	
13	Fortescue Ward	Extremely Likely		A wonderful ward. The staff are looking after my father very well indeed.		Not really. A wonderful place. I am the daughter of the patient and can only say a huge thank you for his care. The ward manager is just so supportive.	
14	Fortescue Ward	Extremely Likely		The nurses are all lovely, so kind and caring all the time. No fun getting old, and then being poorly.		I don't think so, I am being very well looked after. When I leave here, I think I am going to a care home, my family are visiting in a day or two for my birthday.	
15	Fortescue Ward	Extremely Likely		200%. Yes 200%. I cannot thank these hardworking, kind, young nurses enough - always there when needed. Absolutely nothing is any trouble to them.		These nurses deserve all the praise and all the help they can get. The staff doing the cleaning have a laugh with us as well - they never stop as well.	
16	Fortescue Ward	Extremely Likely		Nothing I can moan about - get looked after very well.		The hospital treats us all so well.	
17	Fortescue Ward	Likely					Do not publish
18	Fortescue Ward	Likely		I question why I have been placed on this ward - other patients are very distracting and noisy.		Better explanation/justification regarding the placement of the patient on a particular ward.	
19	Fortescue Ward	Likely		The nursing and care staff keep an eye on you. They are quite		None.	

				friendly.			
20	Fortescue Ward	Neither Likely nor Unlikely		The ward is very noisy, but it's clean & comfortable.			
21	Fortescue Ward	Neither Likely nor Unlikely		It's ok. The staff are very good.			
1	Glossop Ward	Extremely Likely		Staff & food have been very good.		All alright.	
2	Glossop Ward	Extremely Likely		Clean ward, friendly staff, no delays with meds or obs, very well cared for. Thank you.			
3	Glossop Ward	Extremely Likely		The staff, and I mean every level of staff, are fantastic. Sodexo outstanding. I am on a low-fibre diet, it doesn't exist in this hospital, food good but nothing for me. People on low-fibre haven't seen a dietician who were told about me 5 days ago (bad, so bad).		When told dietician is coming to see you then they should not send someone else to say their "sorrys". 5 days too long to wait to see them. Going home now, still haven't seen anyone.	
4	Glossop Ward	Extremely Likely		Glossop is very busy but every member of staff are brilliant. All happy and welcoming. Nothing is too much trouble.			
5	Glossop Ward	Extremely Likely		Says she has had good time!			
6	Glossop Ward	Extremely Likely		Highly recommend the ward. Food's great, busy hospital but staff polite & caring & all round good quality care.		Very busy ward - struggles to sleep.	
7	Glossop Ward	Extremely Likely		Nothing was too much trouble for any of the staff.		No.	
8	Glossop Ward	Extremely Likely		All members of the team were helpful and kind. Always going out of their way to help xx.			

9	Glossop Ward	Extremely Likely		The staff would do anything you required and very helpful. I had no complaints at any treatment given.		None.	
10	Glossop Ward	Extremely Likely		Brilliant.			
11	Glossop Ward	Extremely Likely		Excellent service from MAU & Glossop Ward. All staff helpful, friendly. Nothing is too much trouble from everyone. Thank you to Dr's [name withheld] & the respiratory team in making me well again. N.D.D.H. is marvellous & we are very lucky to have it.		It would be nice to have a hot drink with lunch.	
12	Glossop Ward	Extremely Likely		The reason is that everyone has been fantastic and very kind. Happy to have a joke, which we all need. Many thanks. [Names withheld]			
13	Glossop Ward	Extremely Likely		The staff are very friendly and helpful. They care about the patients too!		N/A.	
14	Glossop Ward	Extremely Likely		All staff very friendly, professional, nothing too much trouble.		Staff pay rise.	
15	Glossop Ward	Extremely Likely		Extremely helpful and competent staff, ask a question and you get the answer straight away xxx.			
16	Glossop Ward	Extremely Likely		Excellent service.		No.	
17	Glossop Ward	Extremely Likely		Consultants, Dr's, nurses & all staff. The help, politeness, all staff nothing is too much bother. All needs are here & I am so grateful for help & everything. Had a few times here before, it's		No, cannot. It's all here.	

				excellent. Thank you. [Name withheld]			
18	Glossop Ward	Extremely Likely		Very friendly, helpful staff, nurses etc. Nothing is too much trouble for them. Well looked after in my stay here.			
19	Glossop Ward	Extremely Likely		All the staff are brilliant and very helpful. Just give us decent food!			
20	Glossop Ward	Extremely Likely		I have had excellent treatment from [names withheld] etc. & all the staff on the ward. No one could have done more for me. Thank you.			
21	Glossop Ward	Extremely Likely		All the staff doctors, nurses and support staff were all very kind, helpful during my stay. As much as anyone enjoys a hospital stay it was a pleasant experience.			
22	Glossop Ward	Extremely Likely		Very good care & good staff.		Speed up discharge 11.30 approx. - doctor said could go home - 5.30pm still waiting for tablets.	
23	Glossop Ward	Extremely Likely		All the staff were very helpful & kind. They should be paid a better wage. Because they work very hard. What they get now is peanuts.		Invest in some comfortable beds & chairs for larger people. Maybe O.T. to visit wards / dept. to ensure that this is done.	
24	Glossop Ward	Extremely Likely		More than satisfied with everything.		Quicker follow-up appointments, quick [illegible] & quicker meds.	
25	Glossop Ward	Extremely Likely		The staff were very professional but very caring with it. Very well-run ward and very clean. A few more nurses like [name withheld] would be good.		To turn the heating down just a few degrees.	
26	Glossop Ward	Extremely Likely		All care was great.		No.	
27	Glossop Ward	Extremely Likely		The care & consideration & general nursing was excellent.			

28	Glossop Ward	Extremely Likely		Excellent care given by all staff. Thank you.			
29	Glossop Ward	Extremely Likely		I cannot thank you enough for the wonderful, excellent service I have received in hospital. All the staff have been excellent in every aspect and above my expectation. Thank you again. [Name withheld]		No! It is difficult to improve on something that is already excellent! Thank you again for all your love. [Name withheld]	
30	Glossop Ward	Extremely Likely		All care excellent.		No. Everyone is doing their best.	
31	Glossop Ward	Extremely Likely					Do not publish
32	Glossop Ward	Extremely Likely		Care received was great.		No ways to improve.	
33	Glossop Ward	Extremely Likely		Friendly, courteous and considerate care from all staff. Thoroughness. Patient responses to my questions. Clean and appropriate environment.			
34	Glossop Ward	Extremely Likely		Well maintained & organised. They all do a brilliant job.			
35	Glossop Ward	Extremely Likely		Every member of staff was kind and caring and explained what was happening.		I believe you have allowed dementia patients to have the extra support they need. I think you should do the same for anyone who is blind.	
36	Glossop Ward	Extremely Likely		Friendly staff, always smiling & helpful.		We, as patients, fully appreciate what the staff are doing for us - not sure if the management feel the same.	
37	Glossop Ward	Extremely Likely		A dedicated team of staff, medical and Sodexo, helpful & friendly.			
38	Glossop Ward	Extremely Likely		Everything is very good, I will start by saying how clean and tidy the ward is. The food is also very		No. All very good. You only seem to have to raise your hand and the nurse appears as if by magic.	

				good - the menu is quite extensive and the quality is good. The nurses are just amazing, doing a job that I could never do.			
39	Glossop Ward	Extremely Likely		10 out of 10. I rate this score against Exeter and Bristol. Wonderful attitude, so kind and caring. Nothing is too much trouble for anyone.		Nothing I can think of, apart from more staff at times. Clean and tidy. The food is acceptable. The doctors, nurses and Sodexo staff are all giving of their best.	
40	Glossop Ward	Extremely Likely		Only arrived at midnight from MAU. I was made welcome and comfortable. A bit noisy, but I guess that is the way it is with hospitals.		Not really.	
41	Glossop Ward	Extremely Likely		The nurses are hardworking & helpful.			
42	Glossop Ward	Extremely Likely		All the staff, nurses & Sodexo have been excellent.		The food has been awful - relatives have been bringing in sandwiches, cakes etc. for me to eat.	
43	Glossop Ward	Extremely Likely		All the staff have been excellent.			
44	Glossop Ward	Extremely Likely		The staff are very considerate, understanding and on the ball. The ward is kept clean and the bedding changed daily. I am more than happy with the care I have received. The food is ok but tepid - needs serving hotter.		None.	
45	Glossop Ward	Likely		All the nursing staff on duty were very kind & helpful. The only problem was it was quite noisy, but I was supplied with ear plugs.			
46	Glossop Ward	Likely		I was well looked after medically-wise but the food left a lot to be desired as hot food, usually cold salads great.			

47	Glossop Ward	Likely					
48	Glossop Ward	Likely		Well looked after and friendly ward.			
49	Glossop Ward	Likely				Not D/C (discharge) patients too early that they return to hospital the next day.	
50	Glossop Ward	Likely		Good nurses.		No.	
51	Glossop Ward	Likely		A pleasant stay.			
52	Glossop Ward	Likely		Care & attention was excellent but response time after ringing the bell was slow.		Speedier response to bell.	
53	Glossop Ward	Likely		On the whole, the care has been professional and caring. The staff were lovely.			
54	Glossop Ward	Likely		The staff have been so wonderful & caring. I would recommend anyone in this hospital.			
55	Glossop Ward	Likely		There are not enough words to express gratitude to the wonderful nurses, who work so tirelessly.		Forewarn wards where mental health issues are a problem i.e. anxiety, depression.	
56	Glossop Ward	Likely		Well looked after and happy with my stay here.			
57	Glossop Ward	Likely		All staff have been great and very helpful. Many thanks.			
58	Glossop Ward	Likely		As soon as I have found a problem it has been acted upon. Very clean ward. Staff very helpful & understanding. They all work very hard.		No, not able to reach mirrors as they are too high.	
59	Glossop Ward	Likely		No decision.		Issue everybody with earplugs!!	
60	Glossop Ward	Likely		Patient's spouse: The nursing staff are stretched to the limit, meaning that they cannot always cope. I was always trained that when you started to speak to or		Only more staff. That way they can do their job properly. One member of the Sodexo staff in particular is a lovely young lady, always a smile and a kind word.	

				treat a patient, you stayed with that patient until you had satisfied that patient's needs before moving on to the next. The nursing staff nowadays are just so overworked. Halfway through, they have to leave the patient and then forget to come back, therefore only doing half of their job. Around 25% of the nurses are like this.			
61	Glossop Ward	Likely		Lack of information - saw no doctors over the Easter holiday period.		The bay is too warm. More nurses are needed.	
62	Glossop Ward	Likely		The staff help when required and are caring. The staff are willing and on the ball. The food is tasteless and bland. I had porridge for breakfast - best meal of the day.		More consideration and preparation could be put in place to help patients with anxiety and stress problems e.g. a side room or curtains drawn for privacy.	
63	Glossop Ward	Likely		The day staff have been very caring, attentive and very understanding, unlike the night staff. The toilet facilities are slightly outdated and you are unable to lock the doors.		More care and compassion could be delivered by night staff. Also, my water jug needed filling but staff were talking.	
64	Glossop Ward	Likely		The staff are alright. The food is ok.		None.	
65	Glossop Ward	Likely		The staff make you welcome, caring.			
66	Glossop Ward	Neither Likely nor Unlikely		The staff have been good.		The food is very bland, needs improving.	
67	Glossop Ward	Neither Likely nor Unlikely		The schedule of giving out medication at night is too late. Other patients have been noisy and disruptive at night so you are		To place disruptive/noisy patients in a side room so that other patients can get sleep/some peace.	

				unable to get any sleep for several nights. The food is ok but I have little appetite.			
68	Glossop Ward	Unlikely		It is very busy and noisy which makes it very difficult to sleep. No reflection on the staff who are lovely and very helpful.		No, the hospital was under so much pressure on beds the only answer would be to open another ward.	
69	Glossop Ward	Not entered		Because they looked after me extremely, nurses, doctor.		No.	
70	Glossop Ward	Not entered		I was poorly.		Ok as is.	
71	Glossop Ward	Not entered		I have only been on this ward from about 11.30pm on 1.4.19 so my experiences is limited of this time.		More pay to staff on all units in NDDH and respect for what they all do for us as the [illegible] and family.	
72	Glossop Ward	Not entered		[Illegible] excellent.			
73	Glossop Ward	Not entered		[Illegible].			
1	Intensive Care Unit	Extremely Likely		I can only say a thank you to these very professional staff, amazing care at all times. Nothing is any bother to them, day or night.		No. Everything has gone well, way above my expectations. All just so professional.	
2	Intensive Care Unit	Extremely Likely		The staff have been absolutely wonderful. I came in via ambulance to A&E, rushed through there, had an operation and then woke up in HDU. The quality of care is amazing.		There is absolutely nothing I would change - life-savers, all of you.	
3	Intensive Care Unit	Extremely Likely		In a word, 'fantastic'. I have gone from being in so much pain, thinking I was dying and couldn't have cared if I had, to then five days later, sitting up chatting and hopefully on the mend. The doctors, consultants, nurses and		I think we have a wonderful hospital here in North Devon - just give us more funding and more staff. According to my family, a very smooth journey from ambulance to A&E, then theatre before being transferred to ICU and	

				everyone else involved give 100% at all times in a very professional, comforting and pleasant way.		then waking up and being very compassionately cared for in HDU.	
1	King George V Ward	Extremely Likely					
2	King George V Ward	Extremely Likely		Lovely staff. Nothing too much trouble. Caring and helpful.		More beds in A&E.	
3	King George V Ward	Extremely Likely		KGV is a very friendly environment. I didn't choose to be here - but have no reason to regret being here. Staff are exceptional.			
4	King George V Ward	Extremely Likely		Care by staff was above and beyond. Nothing too much trouble.			
5	King George V Ward	Extremely Likely		Having never been to hospital before I didn't know what to expect and I have been very surprised at the standard of care and attention I have been shown by all members of the staff. I am very impressed and would have no worries or concerns when admitted again.			
6	King George V Ward	Extremely Likely		Good service, lovely staff.			
7	King George V Ward	Extremely Likely		I have been overwhelmed by the quality of care from the ambulance crew after car crash to A&E [illegible] ward. Nothing was too much trouble and [name withheld] and team ensured my traumatic experience was minimised by the care I received.		Keep up the good work.	
8	King George V Ward	Extremely Likely		I give this ward 110 out of 100. The staff are truly amazing. Nothing is any trouble to them.		No, I don't really think so. No problems with food, cleanliness etc. and, as I said, the nursing staff	

						are just superb.	
9	King George V Ward	Extremely Likely		The staff are very friendly and welcoming.		No, I think everything is fine, thank you.	
10	King George V Ward	Extremely Likely		The staff are just so kind and caring, always there when needed.		No, extremely happy with everything. Spotlessly clean, I might add - the cleaning staff are excellent.	
11	King George V Ward	Extremely Likely		No problems whatsoever. It is the staff, who do their job in a very professional way and always with a smile.		Only to beg the government for more money, meaning more help and more staff.	
12	King George V Ward	Extremely Likely		No reason at all not to recommend the ward, everything is really top notch.		No, more than happy with my care from wonderful staff.	
13	King George V Ward	Extremely Likely		The staff are just so kind and friendly, nothing is any trouble for them.		Doctors and nurses are courteous at all times. Good food, nicely served. The Sodexo staff are excellent, actually - they're great.	
14	King George V Ward	Extremely Likely		The first class attitude of the doctors. Very impressive the way my care has progressed from once in Seamoor. Everyone is just so kind.		Nothing bad to say. I would like to, once again, just thank everyone for my first class care and treatment I am receiving. Everyone, including the cleaning staff, are doing a wonderful job.	
15	King George V Ward	Extremely Likely		The staff are friendly and helpful.			
16	King George V Ward	Extremely Likely		Friendly and understanding staff.			
17	King George V Ward	Extremely Likely		A clean and tidy ward. The staff appear to be helpful.			
18	King George V Ward	Extremely Likely		Everyone is helpful and attentive.		Finally arrived in hospital after two previous cancellations.	
19	King George V Ward	Extremely Likely		Been well treated by all staff members. The ward is very clean.			
20	King George V Ward	Extremely Likely		I have been treated well. The staff are excellent, caring &		More nursing staff.	

				helpful.			
21	King George V Ward	Extremely Likely		Treated very well by all.			
22	King George V Ward	Extremely Likely		The staff have been available when required. Nothing is too much trouble.			
23	King George V Ward	Extremely Likely		10 out of 10. No doubt about that. The staff are just so kind, so hardworking and nothing is too much trouble to anyone at any time of the day. I include, doctors, nurses, the cleaners and carers in my comments.		No way. These people are absolutely wonderful. Everything we need is provided for us 24 hours a day.	
24	King George V Ward	Extremely Likely		Excellent, no problem. Helpful, thoughtful and, most importantly, the staff listen to you.		No. Everything is fine. A thank you to all of the team. Sodexo keep the place just so clean all the time.	
25	King George V Ward	Extremely Likely		The staff really look after you, making you feel welcome and comfortable.		No, nothing that I can think of. Everything is really good. Devon Doctors, A&E, then straight up to the ward. Good passage all the way through the system.	
26	King George V Ward	Extremely Likely		11 out of 10 if I can. The staff are 100% cheerful, helpful, compassionate and caring. It is immaculately clean, including the shower and toilet areas. The food I have eaten has been above what I have expected - good choice, tasty, well served up and always served with a smile.		Nothing at all that comes to mind.	
27	King George V Ward	Extremely Likely		Arrived on the ward around midnight and made very welcome and comfortable. Provided me with tea and toast in the middle of the night - just all so caring.		Too early to say much really, but everything has been excellent up to the present time.	

28	King George V Ward	Extremely Likely		The nurses and doctors have been really kind and caring. One particular nurse has been a star in the way she has cared for me, helping me with any worry or questions I have asked.		Treated very well indeed in A&E, and oh so busy. From there to MAU, and treated by an amazing member of staff. Now up here on King George V Ward and still the care is fantastic.	
29	King George V Ward	Extremely Likely		The nurses are very good, friendly and helpful.		I cannot think of anything at present.	
30	King George V Ward	Extremely Likely		All the staff are so good.		Very good as it is.	
31	King George V Ward	Extremely Likely		Well-managed staff. Very good.		The window is draughty and needs repairing/sealing.	
32	King George V Ward	Extremely Likely		The staff listen to you and are very friendly and kind.		Very good as it is.	
33	King George V Ward	Extremely Likely		The staff are all so good.		The menu choice is excellent but the quality of the food is awful.	
34	King George V Ward	Extremely Likely		The staff have been marvellous in every respect.		Very happy as it is.	
35	King George V Ward	Extremely Likely		The staff are very helpful.		Good as it is.	
36	King George V Ward	Extremely Likely		The staff are always very good - I have been on the ward a number of times.		No - all so knowledge, able and helpful.	
37	King George V Ward	Extremely Likely		It has been brilliant. They are very accommodating and the caring is good. The staff are very understanding of my condition, very friendly, smiley and pleasant.		None - too good.	
38	King George V Ward	Extremely Likely		The staff have been brilliant.			
39	King George V Ward	Extremely Likely		Staff are very friendly.			
40	King George V Ward	Extremely Likely		Friendly staff & patients. A clean ward.			
41	King George V Ward	Likely		The ward staff are good but communication between the			

				consultants at the hospital where I was originally operated on and here is very poor.			
42	King George V Ward	Likely		The staff do a very good job considering the workload. They are all pleasant and polite. The ward is clean and tidy. The food is fine - it is hospital food.		None. It's been fine.	
1	Lundy Ward	Extremely Likely		Very helpful staff, friendly and patient to customers and visitors.			
2	Lundy Ward	Extremely Likely		All the staff have been amazing - good humoured and welcoming. Nothing is too much trouble.		The patients food was sometimes lukewarm and therefore not appetising - food itself very good.	
3	Lundy Ward	Extremely Likely		Very friendly and helpful staff.		N/A.	
4	Lundy Ward	Extremely Likely		Care and attention is excellent. Food is good.			
5	Lundy Ward	Extremely Likely		All the staff were very caring professional and considerate.		It was all excellent.	
6	Lundy Ward	Extremely Likely					
7	Lundy Ward	Extremely Likely		All the staff, both day an night, have been friendly and attentive on all occasions.			
8	Lundy Ward	Extremely Likely		All the staff have been so lovely throughout my stay. I have been in for almost three weeks and it has been tough. Honestly, such lovely people. Thank you so much.		N/A.	
9	Lundy Ward	Extremely Likely		Nurses kept me informed of what was going on and were always smiling and cheerful.			
10	Lundy Ward	Extremely Likely		The staff have been absolutely incredible to me and they have gone out of their way to make me as comfortable as possible and		Just keep up the incredible work that you do.	

				the care of all the staff helped me through 8.5 weeks of hell!			
11	Lundy Ward	Extremely Likely		Very friendly staff, gave me total reassurance. Nothing was too much trouble for them. The food is excellent and plenty of it.			
12	Lundy Ward	Extremely Likely		All nurses & other staff are great, look after patients with extreme care, also all staff very friendly. The ward is very clean & tidy. Lundy Ward is the best ward to stay on in the hospital!		None. I've received great care & looked after by all staff. With many thanks.	
13	Lundy Ward	Extremely Likely		Looked after extremely well.			
14	Lundy Ward	Extremely Likely		The staff are so attentive & caring, nothing is too much trouble & they make you feel right at home.			
15	Lundy Ward	Extremely Likely		Good service. Helpful nurses. Smiley faces.		No.	
16	Lundy Ward	Extremely Likely		Service is good, friendly staff.		More staff.	
17	Lundy Ward	Extremely Likely		Friendly staff.			
18	Lundy Ward	Extremely Likely		Friendly & reliable staff & service.		N/A.	
19	Lundy Ward	Extremely Likely		Excellent care & staff.			
20	Lundy Ward	Extremely Likely		Great care and very friendly staff. Many thanks to [names withheld] for all their help and care.		None.	
21	Lundy Ward	Extremely Likely		Evident concern & patience of [illegible] gastroenterology team I visit regularly and attention of ward staff on overnight stays.		Speeding up of discharge drugs delivered to patient.	
22	Lundy Ward	Extremely Likely		The staff on this ward are superb, professional yet caring,		Perhaps more low-fibre diet choices.	

				everything about them makes you feel safe.			
23	Lundy Ward	Extremely Likely		Everyone is so caring and helpful.			
24	Lundy Ward	Extremely Likely		I have been well looked after and all my needs catered for.			
25	Lundy Ward	Extremely Likely		Lovely, friendly staff.		No, all good.	
26	Lundy Ward	Extremely Likely		Excellent staff and service.			
27	Lundy Ward	Extremely Likely		I cannot fault anything. Everyone was kind, friendly and caring towards me.		Supply blackout masks and ear plugs for those unable to sleep at night.	
28	Lundy Ward	Extremely Likely		The staff are amazing at all levels & do not get enough credit or recognition.		No!	
29	Lundy Ward	Extremely Likely		The care is exceptionally good. The staff are very helpful and caring. Well done! 10/10.			
30	Lundy Ward	Extremely Likely		All the staff were brilliant, nothing too much trouble.		Maybe good if the doctors could come round earlier, might get people out quicker and free beds up more often.	
31	Lundy Ward	Extremely Likely		The staff are very caring and attentive.		Noisy over night.	
32	Lundy Ward	Extremely Likely		Very attentive staff.		My wife phoned the ward after my operation, but the phone just rang and rang, being automatically transferred to the operator, who again put the call back to the ward.	
33	Lundy Ward	Extremely Likely		The staff are professional and dedicated.			
34	Lundy Ward	Extremely Likely		The staff at all levels from HCA to consultant have been excellent.		Pay the staff more. Improve communications between doctors and nurses.	
35	Lundy Ward	Extremely Likely		Staff are very friendly and will go out of their way to help the		A noisy ward during the day.	

				patients.			
36	Lundy Ward	Extremely Likely		The staff are wonderful, nothing is too much trouble.			
37	Lundy Ward	Extremely Likely		Everyone is friendly.			
38	Lundy Ward	Extremely Likely		Nothing is too much trouble for the staff.			
39	Lundy Ward	Extremely Likely		Friendly staff. Very clean ward.			
40	Lundy Ward	Extremely Likely		I have been very well treated by all the staff. Clean ward.			
41	Lundy Ward	Extremely Likely		A clean ward. The staff are very helpful and dedicated.			
42	Lundy Ward	Extremely Likely		The care is very good from all the staff. The staff are easy going, very helpful, professional, efficient and cheerful. I am currently in a side room with own facilities. The room is clean. My food is quite good and it is light diet as yet. It is appetising.		I don't think you can improve on the care I have been given.	
43	Lundy Ward	Extremely Likely		The staff have been friendly, always on hand when I ring the bell. I am in a side room with own facilities.		None.	
44	Lundy Ward	Extremely Likely		Everything has been so good / excellent. All the staff are excellent, available to answer questions, cheerful and hardworking. I am currently in a side room with own facilities. The room is spotless. The food is good. I would tell anyone not to worry about coming onto Lundy Ward.		None.	
45	Lundy Ward	Extremely		Absolutely first class. The staff -		More staff. - Levels unimproved.	

		Likely		all of them you cannot fault them, they are thoughtful kind and dedicated. The bay is bright and has good views. Food is not very good for my situation / dietary needs.			
46	Lundy Ward	Extremely Likely		Friendly and attentive staff.			
47	Lundy Ward	Extremely Likely		The staff have been very helpful and friendly.		There is too much verbal information sometimes which goes well over my head. It would be good if things were written down.	
48	Lundy Ward	Extremely Likely		The experience received has been good.		The bed curtains could be better - they are not soundproof. Sometimes it is embarrassing to overhear conversations.	
49	Lundy Ward	Extremely Likely		A clean and efficient ward.			
50	Lundy Ward	Extremely Likely		The care and consideration received has been excellent.		The food could be improved - the menu selection is minimal.	
51	Lundy Ward	Extremely Likely		The staff are excellent. I have been treated well - cannot find fault.			
52	Lundy Ward	Extremely Likely		The staff have been good.			
53	Lundy Ward	Extremely Likely		Well looked after by dedicated staff.			
54	Lundy Ward	Likely					
55	Lundy Ward	Likely					
56	Lundy Ward	Likely		All good. Staff good.			
57	Lundy Ward	Likely		Nice and peaceful, staff are friendly.		No.	
58	Lundy Ward	Likely		Staff are always smiling, even when busy.			
59	Lundy Ward	Likely		Very helpful staff. Always there for you.			

60	Lundy Ward	Likely		The staff particularly the day staff are superb / marvellous. The don't have to be asked for anything as they can see what is required. They go above & beyond. Everything is very clean. I have not had a meal as yet.		It would be useful if patients can be offered a hot drink and light food when admitted onto a ward after an operation. As I had not eaten for 24hours. I was very hungry. Only one nurse on night duty was prepared to provide me with toast & tea. Night time can be very noisy with staff talking very loudly. Not amenable to patients sleeping!!	
61	Lundy Ward	Not entered		It's not really up to the patient where they go.			
1	Staples Ward (Stroke Unit)	Extremely Likely		Staff cheerful. Helped me. Tried to find out what was wrong with me.			
2	Staples Ward (Stroke Unit)	Extremely Likely		Wonderful staff. Very relaxing ward. Beds a bit hard and no [illegible] at 5pm. Otherwise, top marks.		Can't think of a thing.	
3	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very good. I am happy. The staff are happy. It is a joy to be looked after by such wonderful people. When you need help, they are always there. The doctor and his team are amazing.		No. I am being well looked after. The hospital are now looking for a home for me to be transferred to, so just waiting for progress there.	
4	Staples Ward (Stroke Unit)	Extremely Likely		Superb staff - warm, welcoming, kind, caring, nothing is too much trouble to any of them. The ward is spotlessly clean. What food I have eaten has been more than acceptable. I would like to say how pleasing it is when I see the staff caring for and feeding very vulnerable patients - way over and above what is surely expected of them.		Up to now, all is extremely good.	

5	Staples Ward (Stroke Unit)	Extremely Likely		The nurses are very good at all times.		No way - everything is as excellent as it can be.	
6	Staples Ward (Stroke Unit)	Extremely Likely		An amazing ward. Fantastic people doing a truly wonderful job. 11 out of 10. The food is good, hot and tasty.		Nothing I can really think of. Everything is really good, so well run, very professional.	
7	Staples Ward (Stroke Unit)	Extremely Likely		Ideal. I have been on the ward before. The staff are just so hardworking, kind and caring at all times.		Nothing I can think of to be honest.	
8	Staples Ward (Stroke Unit)	Extremely Likely		Just the doctors and staff really. The doctor and his team do a first class job.		I don't think there is anything. I guess anyone could be picky but, in my opinion, this ward and the hospital in general do a fantastic job.	
9	Staples Ward (Stroke Unit)	Extremely Likely		The nurses and doctors, plus the physiotherapy staff, are all doing a great job.		Nothing at all that comes to mind.	
10	Staples Ward (Stroke Unit)	Extremely Likely		100% positive. After my wonderful care in A&E, I was transferred to Staples and my top class care has continued. I just cannot speak any more highly of the amazing care I have received - way over and above care in all departments. I would particularly like to thank the doctor and his team.		Only to make sure that at all costs we keep this wonderful hospital.	
11	Staples Ward (Stroke Unit)	Extremely Likely		Because of the fantastic care I have received, not just from the nursing staff but also the Sodexo staff. I would like to say a huge thank you to the wonderful doctor and his team, what a fine example they set. As well as his skills as a doctor, his bedside manners are impeccable.		No. Just happy to have the NHS and our hospital here in Barnstaple. Excellent care at all times.	

12	Staples Ward (Stroke Unit)	Extremely Likely		Sent in by my GP by ambulance. A&E staff were waiting for me. I had absolutely marvellous care there and then straight to Staples, where I have been equally so well looked after by these amazing staff.		Not at all. I am just so grateful to this hospital and the NHS, life-savers. Nothing at all to complain about. Surprisingly enough, I find the food is excellent - hot and very well presented. Plus, the ward is so clean.	
13	Staples Ward (Stroke Unit)	Extremely Likely		Fell over (stroke) at 7.20am, dialled 999, first responder within 30mins, ambulance 10mins later. Rushed to A&E and met there by wonderful staff - 100% professional in their attitude and approach. X-ray and MRI scan carried out in just over an hour. Doctors explained as much as they could to my wife and myself. Amazingly I was in bed on this ward by 12 noon. As a holidaymaker, I cannot thank you enough for the way you have cared for and treated me.		I honestly cannot think of one tiny thing. The consultants, doctors, nurses, cleaners and food people all have my highest gratitude. I go home by ambulance tomorrow and will never forget my stay in this hospital. Absolutely first class care all the way.	
14	Staples Ward (Stroke Unit)	Extremely Likely		Very good care, excellent, I could not wish for better. All very kind, hardworking people. They just never seem to stop. I would give them 20 out of 10. The food is good with an excellent choice on the menu and is so well served. Surprisingly enough, all you hear of in the press is bad food and bad nursing but I have found that not to be the case.		If I sat here thinking non-stop for 24 hours, I do not think I could bring to mind one little thing that could possibly improve the way you are caring for people. Yes, I do see the way other more poorly patients are looked after.	
15	Staples Ward (Stroke Unit)	Extremely Likely		I guess I am classed as a long-term patient, as in my third week. Excellent, excellent, excellent - not once have I found anything at		No. I cannot honestly find one negative that comes to mind. So, a huge thank you to all the staff, from housekeeping to consultants.	

				all that I could quibble about.			
16	Staples Ward (Stroke Unit)	Extremely Likely		The staff are all very caring and obliging, especially having to look after us older patients needing commodes etc. all the time, but nothing seems to bother them. Very hardworking staff.		I don't think so.	
17	Staples Ward (Stroke Unit)	Extremely Likely		It is the staff, working in very difficult circumstances, yet always done with a smile on their face. Probably been said a thousand times already, but they need more staff.		Not really. I am a regular patient here. Spotlessly clean. The food is acceptable - room for improvement there. The Sodexo staff and nurses are exceptional.	
18	Staples Ward (Stroke Unit)	Extremely Likely		The staff are friendly and helpful.			
19	Staples Ward (Stroke Unit)	Extremely Likely		Friendly & helpful staff, very dedicated.			
20	Staples Ward (Stroke Unit)	Extremely Likely		Very cheerful, friendly & helpful staff.			
21	Staples Ward (Stroke Unit)	Extremely Likely		Pleasant and hardworking staff.			
22	Staples Ward (Stroke Unit)	Extremely Likely		The staff are dedicated.			
23	Staples Ward (Stroke Unit)	Extremely Likely		Staff have been excellent.			
24	Staples Ward (Stroke Unit)	Likely		I would have given higher if not for an instance when visiting my mother-in-law, when her top was fully exposed, not even a sheet covering her - just a head up to staff to be vigilant at all times regarding patients dignity.		Apart from that silly incident, everything has been absolutely fine. As a carer myself, I fully understand the pressure and hard work that goes into nursing care.	
25	Staples Ward (Stroke Unit)	Likely		Friendly staff.			
1	Tarka Ward	Extremely Likely		All are friendly & professional. Regular care thro' the evening,		Let you professionals get on with running & organising your	

				night & following day. Everyone looks after you, none ignore your needs. [Name withheld]		business.	
2	Tarka Ward	Extremely Likely		Friendly, pleasant, staff, make you at ease. Would recommend this ward to anyone.			
3	Tarka Ward	Extremely Likely		Your service is excellent in every way and carried out by very professional staff in a very friendly manner. NHS, you are excellent.			
4	Tarka Ward	Extremely Likely		Professionalism, proficiency & kindness of staff at all levels. Treatment could not be better. A treasure to the NHS staff at ground level.		Better adhesive tape! Marmite at breakfast.	
5	Tarka Ward	Extremely Likely		First class treatment and first class care.			
6	Tarka Ward	Extremely Likely		Thank you for looking after me so well & your kindness. Very professional.		Very nice staff & good cleaners.	
7	Tarka Ward	Extremely Likely		Looked after very well, nothing too much trouble. I give the staff 5xxxxx.		Improve the discharge time, waiting 6hrs for pills.	
8	Tarka Ward	Extremely Likely		Everyone, doctors, nurses all staff are wonderful, so friendly and nothing is too much trouble for them.			
9	Tarka Ward	Extremely Likely		Really excellent attention. Very cheery & welcoming. Good food.			
10	Tarka Ward	Extremely Likely		Staff were so friendly and helpful which makes recovery so much better. Thank you.			
11	Tarka Ward	Extremely Likely		Was made very welcome which helped me recover, from Mr [name withheld] to [name withheld] & day staff & [name		No. I am very happy with all the service I got.	

				withheld] & night staff. Food was nice. 10/10.			
12	Tarka Ward	Extremely Likely		The staff on all shifts have been amazing! Friendly, helpful, professional. I found the wards clean, food good, the care was fantastic. Fully amazed to have such a good experience. Thank you to all staff.		None.	
13	Tarka Ward	Extremely Likely		Was looked after very well. Tarka is a very comfortable ward. This is my second visit. Very friendly staff in every way. Thank you.			
14	Tarka Ward	Extremely Likely		Very friendly & helpful, nothing too much trouble.			
15	Tarka Ward	Extremely Likely		The level of care I have received from hospital staff has been exceptional. I cannot thank you enough. [Name withheld]			
16	Tarka Ward	Extremely Likely		The staff are so caring.		The care on the ward has been good. I have been frustrated that I have not been able to take my own medication as I do at home. Some drugs were delayed in supply from the hospital pharmacy.	
17	Tarka Ward	Extremely Likely		Friendly, efficient and professional staff.		I think the service here is tip top.	
18	Tarka Ward	Extremely Likely		Amazing treatment and service.		There is nothing I could say that needs changing. Everything is fantastic.	
19	Tarka Ward	Extremely Likely		Everyone is helpful and attentive.		I was fortunate to get a cancellation and so had an earlier operation, otherwise the waiting is very long.	
20	Tarka Ward	Extremely Likely		The staff are excellent.		Communication i.e. information given by different members of staff sometimes conflicts.	

21	Tarka Ward	Extremely Likely		The staff have been good and helpful.			
22	Tarka Ward	Extremely Likely		The staff are cheerful and helpful, cannot do enough.			
23	Tarka Ward	Extremely Likely		Everyone has been friendly. The ward is very clean.			
24	Tarka Ward	Extremely Likely		The staff are friendly and understanding.			
25	Tarka Ward	Extremely Likely		The staff are helpful and professional.			
26	Tarka Ward	Extremely Likely		The staff are friendly and helpful.			
27	Tarka Ward	Extremely Likely		I have been well looked after by a dedicated team.			
28	Tarka Ward	Extremely Likely		The ward staff have been excellent.			
29	Tarka Ward	Extremely Likely		Staff are just so friendly and nice, made me feel extremely welcome from the start.		I don't think so. The ward is spotlessly clean. The staff are very kind and professional. What more can you ask?	
30	Tarka Ward	Extremely Likely		I have been treated well by all.			
31	Tarka Ward	Extremely Likely		The staff have been very good and helpful.			
32	Tarka Ward	Extremely Likely		The service is excellent. The staff have been very helpful and understanding.			
33	Tarka Ward	Extremely Likely		A very friendly and helpful ward.			
34	Tarka Ward	Extremely Likely		Friendly staff, all very professional, just so kind and very caring at all times. Even the surgery on my damaged knee carried out without pain. Everything is being done communication wise - I have been kept in the loop at all times.		My only suggestion would be more staff or cover for the nurses. But everything else is really good.	

				Plus, the food menu - what an amazing choice of food, hot and well served. My room is kept spotlessly clean. All I have read in the press are negatives for the hospital but I am now in a position to disagree with the negative press.			
35	Tarka Ward	Extremely Likely		I am very impressed, actually. Just can't fault it. Made welcome and very comfortable. Had my operation yesterday and all went to plan, thank you. Had my first physio this morning and, once again, very good staff showing me my exercises etc. Yes, all very good.		My experience on Tarka has been excellent. What I do not like are those telephone calls the day/evening before a scheduled operation, saying it is cancelled. Also, cannot really understand the need for everyone to arrive at the hospital for 7am - surely am and pm rotas would save some patients having to sit around for anything up to 10 hours or more as they await their turn on the list. I think more nursing staff would also help, but obviously not easy to get.	
1	Victoria Ward	Extremely Likely		xxxxx staff.			
2	Victoria Ward	Extremely Likely		I have been extremely well looked after by a highly professional and friendly staff - all grades.		Only a small thing. The facility for a cup of tea early morning - say 6.30 would be very much appreciated, especially after a disturbed night. I know staffing is an issue but some system would be welcomed.	
3	Victoria Ward	Extremely Likely		The staff on this ward are wonderful, nothing is any trouble, any request and sympathetic, understanding and helpful over worrying concerns. I am particularly grateful to [name withheld] for her support to			

				myself and my partner.			
4	Victoria Ward	Extremely Likely		First class at all times - staff are lovely and couldn't do enough for the patients. Great food!		Quite cold as window seals are not good, hence draughty by the windows in the wind.	
5	Victoria Ward	Extremely Likely		Well looked after. No one likes being in hospital but if we have to be here it is a good place to be and I am very grateful for the care received.		Not really, it would be better if there were more nurses but I understand the reasons.	
6	Victoria Ward	Extremely Likely		Friendly, nothing too much trouble, very caring. Very professional.		No.	
7	Victoria Ward	Extremely Likely		Satisfactions.		I find the system [illegible], no suggestions at this time.	
8	Victoria Ward	Extremely Likely		Care & kindness - second to none.			
9	Victoria Ward	Extremely Likely		The staff go to extra lengths to give you a pleasurable stay and nothing is too much trouble.			
10	Victoria Ward	Extremely Likely		The staff are absolutely lovely, kind, helpful & efficient. The food & drinks were good too.			
11	Victoria Ward	Extremely Likely		Excellent care in looking after patients. [Name withheld]		None.	
12	Victoria Ward	Extremely Likely		The staff nursed my father during a time of complex healthcare needs ending in palliative care. They were reassuring, kind, compassionate, considerate, caring, skilled and without them dad would not have lived as long or have ended his days comfortably. Thank you.		I don't understand why our specialist consultants are only available 9-5 weekdays (excluding Bank Holidays), but that's one for the NHS to sort out!	
13	Victoria Ward	Extremely Likely		The care has been excellent and the staff are available when required. I am currently in a side		Heating - I have felt the cold and asked for an extra blanket which was provided.	

				room with my own facilities and nurses have been available to help with showering. The meals are wonderful, better than expected. The staff are friendly and it has been a pleasure.			
14	Victoria Ward	Extremely Likely		All the staff are attentive, cheerful and give professional care. The bay is clean and tidy. The food is eatable and of a reasonable quality. The menu choice could be more varied.		None at this stage.	
15	Victoria Ward	Extremely Likely		The care is first class, they are very attentive and go beyond sometimes. The facilities are fair/reasonable. The food is satisfactory but not to my taste. I would like more fresh fruit. The medical care is very good.		Timing of meals - yesterday it was very late (approximately 1pm) which interrupted medication and visiting.	
16	Victoria Ward	Extremely Likely		The nursing staff are fantastic. They are professional, caring and friendly. They always have time for you. The beds are comfortable. The food is fine - portions could be larger!		I would suggest that the lights are put out/dimmed approximately 1/2 hour after visiting time to promote a good night's sleep.	
17	Victoria Ward	Extremely Likely		It's brilliant. All the staff are pleasant, helpful and caring. Nothing is ever too much trouble. The ward is bright, cheerful and gets the sun.		None.	
18	Victoria Ward	Extremely Likely		All the staff are kind, efficient and caring. The staff are good at explaining things when asked questions. The ward is clean, tidy and you have the chance to meet a variety of people. The food is quite reasonable with a good		None.	

				choice on the menu. It is good for hospital food and it is tasty.			
19	Victoria Ward	Extremely Likely		The care has been first class. There is nothing to complain about as nothing is wrong. The staff are brilliant, caring and cheerful. I am currently in a side room with my own facilities. The food is ok and eatable.		None.	
20	Victoria Ward	Extremely Likely		All the staff are very good and enthusiastic. They are all very thorough and have friendly smiles. The ward is kept clean every day. The food is quite pleasant, with a good variety. It is tasty.		None.	
21	Victoria Ward	Extremely Likely		It has been excellent care. They have answered all my questions and have helped me in every way. The food has been quite good, with ample portions. The menu choice has been good.		It would be helpful if we were allowed/given a hot drink before 8am - told cannot afford the staff to provide an early morning cup of tea. The media/TV provision is very expensive.	
22	Victoria Ward	Extremely Likely		There are plenty of staff who are lovely, caring and professional. Nothing is too much trouble for them. The ward is pleasant and kept clean. The food is very good with a good choice on the menu.		None.	
23	Victoria Ward	Extremely Likely		The ward is calm and relaxing on this four-bedded bay which is bright with a good country view. All the staff have been excellent. The food has been ok.		None.	
24	Victoria Ward	Extremely Likely		The staff are excellent. The food is bland.		More nursing staff.	
25	Victoria Ward	Extremely Likely		The care required has been good.			

26	Victoria Ward	Extremely Likely		The staff are very good under pressure.			
27	Victoria Ward	Extremely Likely		Caring and friendly staff.			
28	Victoria Ward	Extremely Likely		A small and friendly ward.		Communication should be consistent and not confusing i.e. the advice I received from a doctor in Exeter conflicted with the advice I received from a doctor at this hospital.	
29	Victoria Ward	Extremely Likely		Friendly and efficient staff. I have been well looked after.			
30	Victoria Ward	Extremely Likely		The staff have been very kind and reassuring.			
31	Victoria Ward	Extremely Likely		The staff are friendly and professional. The ward is clean and tidy.			
32	Victoria Ward	Extremely Likely		A clean and friendly ward.			
33	Victoria Ward	Extremely Likely		The staff are very obliging.			
34	Victoria Ward	Extremely Likely		The staff have been very good.			
35	Victoria Ward	Extremely Likely		Everyone has been friendly and helpful.			
36	Victoria Ward	Extremely Likely		The standard of care and attention has been excellent.		The food at times is lukewarm.	
37	Victoria Ward	Extremely Likely		I have been well looked after by dedicated staff.			
38	Victoria Ward	Extremely Likely		Very good staff - willing and helpful.			
39	Victoria Ward	Extremely Likely		The staff are very pleasant and helpful.			
40	Victoria Ward	Extremely Likely		The staff have been good and helpful.			
41	Victoria Ward	Extremely		I have been treated with respect			

		Likely		and dignity throughout my stay here.			
42	Victoria Ward	Likely		The medical teams are efficient and polite & respectful of the patients. The support staff are excellent, friendly and maintain a high standard in all areas. Thank you.		Repair the windows in Victoria Ward as they do not fit and the draughts are awful!	
43	Victoria Ward	Likely		A very nice experience.			
44	Victoria Ward	Neither Likely nor Unlikely		Night-time noise level, staff not answering call alarms promptly i.e. 140 bleeps (quite normal) and staff lack of thought in waking patients with clattering from the kitchen. Also, too much variability in drug round times.			