

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Mar-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		Excellent care and service.		Room could be a bit better decorated i.e. colour on walls to make it more cheerful.	
2	Alexandra Ward	Extremely Likely		Nothing is too much trouble.			
3	Alexandra Ward	Extremely Likely		The staff have been very caring and attentive.			
4	Alexandra Ward	Extremely Likely		The staff are friendly and helpful.		The food is difficult because I am a coeliac but they do their best.	
5	Alexandra Ward	Extremely Likely		Very attentive staff.		The staff are overworked and so the response is slow at times.	
6	Alexandra Ward	Extremely Likely		I have been treated as an individual and always with a smile.		As my sight isn't 100%, I suggest that if one of the medications in the beakers is liquid that this is indicated as I tipped it over unknowingly i.e. I was given three beakers - two with tablets and one with liquid. I either need to	

						be told or maybe a different colour beaker for liquid medication?	
7	Alexandra Ward	Extremely Likely		The staff are very friendly and helpful.			
8	Alexandra Ward	Extremely Likely		Well treated by all the staff.			
9	Alexandra Ward	Extremely Likely		The majority of staff are very willing, responsible and helpful.			
10	Alexandra Ward	Extremely Likely		The staff have been very good.			
11	Alexandra Ward	Extremely Likely		The staff are very attentive - nothing is too much trouble for them.		The ward requires more nursing staff.	
12	Alexandra Ward	Extremely Likely		Everyone is so friendly and understanding.			
13	Alexandra Ward	Extremely Likely		The staff are so friendly.			
14	Alexandra Ward	Extremely Likely		Very happy with the service I have received.			
15	Alexandra Ward	Extremely Likely		The staff have been excellent and very helpful.			
16	Alexandra Ward	Extremely Likely		Very dedicated staff.			
17	Alexandra Ward	Extremely Likely		Staff friendly & helpful, dedicated.			
18	Alexandra Ward	Extremely Likely		Everyone is friendly & helpful.			
19	Alexandra Ward	Extremely Likely		Friendly staff, happy to help.			
20	Alexandra Ward	Extremely Likely		Attention given by staff has been good.			
21	Alexandra Ward	Extremely Likely		Bay is clean, staff welcoming.			
22	Alexandra Ward	Extremely Likely		Staff are excellent.			

23	Alexandra Ward	Likely		The ward is ok.			
1	Capener Ward	Extremely Likely		All the staff are very helpful.		No. It is good as it is.	
2	Capener Ward	Extremely Likely		Everyone is so friendly and responsive.		Could not be better.	
3	Capener Ward	Extremely Likely		The staff are all very caring and have respect for patients irrespective of age.		Very good as it is.	
4	Capener Ward	Extremely Likely		Nothing is too much trouble.		Satisfied as it is.	
5	Capener Ward	Extremely Likely		Service from the staff.			
6	Capener Ward	Extremely Likely		Very friendly and efficient.		Happy the way it is.	
7	Capener Ward	Extremely Likely		The staff have very good bedside manners.			
8	Capener Ward	Extremely Likely		Well looked after by excellent staff.			
9	Capener Ward	Extremely Likely		Treated well by all the staff.			
10	Capener Ward	Extremely Likely		The staff are very well trained and friendly.			
11	Capener Ward	Extremely Likely		Well looked after by excellent staff.			
12	Capener Ward	Extremely Likely		The staff have been caring and considerate.			
13	Capener Ward	Extremely Likely		I have been treated very well by the staff.		I accept it's difficult for the hospital, but I have been moved around various wards within a few days - four moves to date.	
14	Capener Ward	Extremely Likely		The courtesy and willingness of all the staff has been absolutely excellent. The staff are cheerful and light-hearted. There can be some disturbance at night by		It would be useful if there was a separate room to occupy disruptive/noisy patients at night so that other patients are not inconvenienced/disrupted. Also,	

				other patients which can make sleeping difficult. The choice of food on the menu is very acceptable and the food itself is good but may not be hot enough due to the way it is distributed.		that hot food is served hot!	
15	Capener Ward	Extremely Likely		The care by all the staff has been excellent due to their kind, cheerful and thoughtful manner. Shower and toilet facilities are adequate and kept clean. The choice on the menu is excellent with a choice of portion sizes. The food is excellent and served appropriately.		None.	
16	Capener Ward	Extremely Likely		The staff have been caring, cheerful and thoughtful. The shower facilities are clean, easy to use and I am helped by care staff. The food is alright with a choice from the menu.		None.	
17	Capener Ward	Extremely Likely		The staff have looked after me very well. They are cheerful and friendly and always tell me what they intend to do. The ward is kept clean. The food is satisfactory.		I cannot think of anything.	
18	Capener Ward	Extremely Likely		The staff have been empathetic with my pain and treated me quickly and efficiently. There is one particular healthcare assistant who goes above and beyond. The porridge at breakfast is particularly good.		None, other than more staff.	
19	Capener Ward	Extremely Likely		All the staff are very helpful and explain everything to you. They are also professional, easy to talk		None.	

				to and cheerful.			
20	Capener Ward	Extremely Likely		All the staff have been very good to me and have been pleasant and looked after me very well. They are very professional, hardworking and kind. The food has been very good - I have enjoyed all the meals I have had.		None.	
21	Capener Ward	Extremely Likely		The staff are good. I have no complaints. The personal contact is great - they are cheerful and friendly and do their jobs well. The food is good from a satisfactory menu.		None.	
22	Capener Ward	Likely		The staff work hard and do a good job.		Satisfied as it is.	
23	Capener Ward	Likely		The care from staff is ok if you can get their attention because they are so busy and there is a large changeover of staff.		Staff need to look/check on patients more often.	
24	Capener Ward	Unlikely		The service is not what one expects these days. I have experienced long waits for attention but the integrity of the staff is good.		Ward staff deserve higher salaries.	
25	Capener Ward	Unlikely		Lack of communication from some of the doctors and nurses.		More nursing staff required.	
1	Caroline Thorpe Ward	Extremely Likely		Friendly staff made us feel very welcome. Doctors arrived quickly and soon put us at ease. Just so attentive, plus being very professional.		Nothing I can think of actually. Everyone is so kind and thoughtful.	
2	Caroline Thorpe Ward	Extremely Likely		Everything is excellent. I love the bed and my ride in the wheelchair. Everyone has been so kind. Doctors/nurses have been amazing.		Not on the ward. A pity so long in A&E but do understand.	

3	Caroline Thorpe Ward	Extremely Likely		Made to feel extremely welcome by the staff. Quickly put at ease, as very worrying bringing my baby to the hospital. [Name withheld] has been so reassuring.		Total transformation in the way Caroline Thorpe Ward is run since last here. Staff are just so professional.	
4	Caroline Thorpe Ward	Extremely Likely		I have been many weeks on the ward. I think the ward have done their best for me.		After so long, no. Although I must be very awkward at times, the staff are super.	
5	Caroline Thorpe Ward	Extremely Likely		A nice, friendly environment. The staff are very friendly and caring. The doctors listened to me about my problem.		Not really. I am very happy with my care.	
6	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Made us feel very welcome and had plenty of things to keep us occupied.	Asking if everything was ok. Offered tea and coffee, helping with thing and helping us understand what they was telling us.		
7	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff and made our son feel very welcome.	Good facilities for the kids.		
8	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff, well looked after, great kid-friendly playroom with lots to suit all ages.	The playroom was great for keeping little one entertained. Staff kept us informed and were very approachable.		
9	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Well looked after, really friendly staff, good facilities.	Were kept informed of what was going on at all times. Good facilities to entertain child over the course of the day.		
10	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	[Name withheld] felt very safe and well looked after by [name withheld]. Even if she supports Liverpool.	All of the nurses and doctors & he got to play FIFA.		
11	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff very friendly, always on call for anything. Made us feel very welcome.	Everything (other than the obvious).	N/A.	
12	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish

13	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone was very helpful & caring. They made us feel very at ease and provided excellent care!	The people / staff.	N/A.	
14	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Polite staff, very friendly.	Quick and efficient.	Nothing.	
15	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My daughter was quite ill coming to Caroline Thorpe Ward. The nurses and all of the staff looking after her were brilliant. They all work so hard and manage to stay so happy!!	Pls see overleaf.	Nothing.	
16	Caroline Thorpe Ward	Yes	Patient	Because I like the beds and your job.	Having medicine. Making me feel better.	Nothing.	
17	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, helpful people!!	They made it as comfortable as possible for my daughter and I.	Nothing.	
18	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	I was listened to and went to good lengths to reassure me (mum) and looked after us all while we were under their care.	A caring environment. A thorough service / check-up.	Nothing.	
19	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
20	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff on the ward have been very kind to my son whilst he has struggled being in here. He has felt supported.	The staff made conversations with [name withheld] & myself (non-hospital-related). The distraction is good. [Name withheld]'s individual needs were listened to. The parent bed is comfy too.		
21	Caroline Thorpe Ward	Yes	Patient				Do not publish
22	Caroline Thorpe Ward	Yes	Patient	I was so scared to have my operation, but everyone made me feel welcome. Thanks for all your help.			
23	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Always giving 100% attention, friendly, helpful, felt comfortable the whole time.	The care.	Nothing.	

24	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The level of care we received was excellent. All staff were kind, caring & considerate. The Dr [name withheld] was very patient and answered all questions happily, he made us feel relaxed and at ease at a stressful time.	The level of care & communication we received was outstanding. Every member of staff we met was very kind & caring.	Nothing.	
25	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful & kept us up to date.	The staff.		
26	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Attentive staff - nurses.	Nursing staff.	Update / review from doctor. We weren't sure what the plan was.	
27	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff, lovely playroom, good parent room.	Playroom mostly and attentive staff.	More food and drink access for parents.	
28	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We cannot fault anything on our visits here! Staff are always wonderful and make it as easy as possible for us all! It's not easy, so keep up the great job! You are all worth your weight in gold.	All of it!	N/A.	
29	Caroline Thorpe Ward	Yes	Patient	Everyone is very kind and very nice.	That I was looked after well.	Nothing.	
30	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Such a friendly welcome - we stayed all day. Dr [name withheld] was approachable.	[Name withheld] was great! [Name withheld] [illegible] very approachable.	Bit of confusion re: stool samples. But ours is a strange case.	
31	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great nurses, very helpful & friendly. Had their suspicions what was wrong and were right.	Friendly staff, helpful and good communication.	Nothing. All was great.	
32	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic, friendly staff.	The staff. Really helpful and friendly. The school room was fab. [Name withheld] didn't want to leave!		
33	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Been in several times with my son - always been spot on.			
34	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing staff - very helpful answering all questions, very 1:1 help. Amazing, sweet, kind ladies who love Mr Tumble.	How sweet & kind they were to our baby [name withheld] and kept us up to date.	Fed us parents cake.	

35	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Kind, friendly people, put us at ease, really lovely.	Friendly, kind staff.		
36	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful & friendly staff.	Friendly, efficient staff.	Nothing.	
37	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the nurses and staff on the ward have been amazing. The ward was clean and well kept. A special thanks to [name withheld] who has been amazing with us & our little boy.	The staff / nurses made it for us. The playroom was fab & everyone so friendly.	A&E a terrible experience as we waited 4 hours to not be seen with a poorly 3-year old when he was most definitely needing to be seen.	
38	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff was very friendly and really looked after my little boy.	Looked after.	N/A.	
39	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing staff who are very kind, caring and helpful. Everyone did everything they could to make us as comfortable as possible.	The staff. Everyone was very friendly and made a difficult & stressful event much easier - couldn't ask for more.	Nothing.	
40	Caroline Thorpe Ward	Yes	Patient	Everything was good.	Good.	Nothing.	
41	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Helpful staff, all very caring.	Nothing.		
42	Caroline Thorpe Ward	Yes	Not entered	Because you get to play in the playroom! Lovely, friendly staff. We were looked after well & informed of progress / plans regularly.	Lots of activities provided to keep my son entertained.	Nothing.	
43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff treated us with a lot of empathy and the atmosphere was very warm and reassuring. They also seemed very knowledgeable and have been friendly throughout. I would definitely recommend.	The staff! They never appeared stressed or impatient. We had a cubicle to ourselves, which was nice. The treatment (monitoring) was thorough.	Nothing. Honestly. Just keep it as it is.	
44	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly staff. Fantastic with our little boy. The nurses and doctors were so amazing and helpful in finding out what was wrong.	The nurses and doctors were very helpful and really interactive with our little boy, made our time here as pleasant as they could.		

45	Caroline Thorpe Ward	Yes	Patient				Do not publish
46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff all very friendly & helpful! Thank you!	Very good.	N/A.	
47	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff have been completely amazing, friendly and understanding, nothing has been too much trouble and they have really made sure my son had the best care. I can't thank them enough. [Name withheld]	Everything was amazing. (Apart from seeing my son poorly).	Nothing. We are so blessed to have the NHS.	
48	Caroline Thorpe Ward	Yes	Patient		Attentive staff, friendly atmosphere, helpful nurses.	Difficult being 16 years old and sharing a room with significantly younger children. Being rushed in shower (I struggled due to cannula). Meal was forgotten.	
49	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone has been amazing, really made sure my son was happy, comfortable & safe.	How assertive & caring the team were.	Nothing. You were great. Thanks so much.	
50	Caroline Thorpe Ward	Yes	Patient	Excellent care given throughout hospital stay. Very kind nurses and very attentive, especially [names withheld]. Doctors were great also.	Everything. Such a supportive team.		
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Clean. Excellent nursing staff, HCAs & all other staff. Doctors thorough.	Management of illness & care received.	N/A.	
52	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Nice staff. Very friendly, helpful and reassuring. Great PS4. Thank you.			
53	Caroline Thorpe Ward	Yes	Not entered	Staff all very nice and friendly.	Caring.	Nothing. It was brilliant care at a tough time.	
54	Caroline Thorpe Ward	Yes	Not entered	Very helpful, friendly and got the answers I needed now. I can stop worrying, would highly recommend to people.	How friendly & helpful people are.	Waiting times.	

55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because they was very helpful, polite and cheerful which then put our minds at rest.			
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff have been amazing. Thank you.	The care. The peace and quiet at home - from dad.		
57	Caroline Thorpe Ward	Yes	Not entered	We had a great time. The nurse [name withheld] & doctors were amazing. We cannot thank enough for their special care towards the child & us. Thanks.	Friendly and quick service. Nice environment & friendly nurses.	Just everything was fine.	
58	Caroline Thorpe Ward	Yes	Patient	Because everyone is very kind and helpful.	I got to make a Penguin.	They could of made the jam better.	
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff really good, kind, approachable and helpful. Clean. Lots of facilities.	Our son got better.	Better food, better pillows for parent staying.	
60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly nurses. Helpful doctors. Thank you [name withheld]!	Own room allowing peace and quiet. Especially important as daughter very sensitive to sounds.	Nothing.	
61	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff were very friendly & helpful. They worked overtime to look after us. We all felt comfortable and even the food was ok!	Playroom facilities. Food. Staff efficiency on the ward.	The pharmacy could have been a lot more efficient on our departure day. Showerhead could be a bit higher.	
62	Caroline Thorpe Ward	Yes	Patient	All the staff were really kind and helpful.	Thank you so much for looking after my daughter & myself. Being able to stay with her is so special for both of us (parent).	Nothing at all (parent). Nothing.	
63	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lots of toys & distractions, lovely, friendly patient staff. Clean playroom.	[Name withheld] - our boy loved her.		
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My son has been quite poorly, staff has been very supportive and helpful.	Staff very supportive.		
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We have been very well looked after during our visit. The staff have been very caring, explaining everything along the way.	The caring staff.		

66	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Brilliant staff, clean, & I was kept up to date the whole time.	The staff.	Nothing.	
67	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic GP, fantastic nurses. Wonderful with my daughter & her sister. Friendly & warm!	Welcoming, politeness.		
68	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	As all the hospital staff are so friendly and helpful.	Always asking if we are ok or if they need to get us anything.		
69	Caroline Thorpe Ward	Not entered	Patient	I mean I don't know many people who go around saying 'you should go to this hospital ward'.	The staff were kind and always listened.	The food wasn't great but I understand why (I would hope the funding goes to more important things).	
1	Fortescue Ward	Extremely Likely		Treated with kindness, care & dignity. My mother has been here for 4wks & I cannot fault the staff's dedication & care.			
2	Fortescue Ward	Extremely Likely		Nothing was too much trouble & we felt our gran was being well looked after.			
3	Fortescue Ward	Extremely Likely				More staff.	
4	Fortescue Ward	Extremely Likely					
5	Fortescue Ward	Extremely Likely		Staff have been very kind and helpful to me.			
6	Fortescue Ward	Extremely Likely		The staff are wonderful. Nothing is too much trouble.			
7	Fortescue Ward	Extremely Likely		A very busy ward where everyone is happy to help.			
8	Fortescue Ward	Extremely Likely		The care is good, the staff are friendly and they treat you as an individual. I do not like the food, it is not always palatable and it is not always hot.		None, other than improving the food.	
9	Fortescue Ward	Extremely Likely		I think the care is marvellous, the ward bay is cleaned regularly and the staff come whenever you need them. The food is ok.		None.	

10	Fortescue Ward	Extremely Likely		The staff have been good, they are friendly and cheerful. The food is ok but not like home food.		None.	
11	Fortescue Ward	Extremely Likely		I have been well looked after.			
12	Fortescue Ward	Extremely Likely		Kind, considerate, and most of all a sense of humour.			
13	Fortescue Ward	Extremely Likely		Staff are very friendly.			
14	Fortescue Ward	Likely		The staff are so caring.			
15	Fortescue Ward	Likely		The staff are wonderful!			
16	Fortescue Ward	Likely		Wonderful staff. So kind.			
17	Fortescue Ward	Likely		It has mostly been good, with one exception i.e. the nurse in charge forgot to give me my nebuliser.			
18	Fortescue Ward	Likely		Well looked after, but still waiting for my medication.			
19	Fortescue Ward	Likely		The care is good and if I want something a member of staff comes. The day staff are ok and do their job well and are friendly and cheerful. Some of the night staff can be rather obstreperous in the way they talk to me. The food is ok.			
20	Fortescue Ward	Likely		Staff, although under a lot stress, have been wonderful.			
1	Glossop Ward	Extremely Likely		The staff, nurses and doctors were absolutely amazing and couldn't do anymore for me. [Name withheld] especially was outstanding and I think she is very much a member to keep hold of and a pleasure to be			

				cared for by her.			
2	Glossop Ward	Extremely Likely		All staff great and good care. 10/10.			
3	Glossop Ward	Extremely Likely		The treatment & care I have received during my stay is first class. All the nurses & carers have been so good to me & I appreciate it.			
4	Glossop Ward	Extremely Likely		Friendly & compassionate staff. Nothing too much trouble.		None.	
5	Glossop Ward	Extremely Likely		Was gold star treatment. Thank you once again for your care & kindness. Everyone so helpful and kind. Priceless guardian angels.		No.	
6	Glossop Ward	Extremely Likely		All of the nurses and support staff have been extremely pleasant and conscientious. Nothing has been too much trouble and on a number of occasions they have gone out of their way to ensure my needs were met.			
7	Glossop Ward	Extremely Likely		Wonderful care. Thank you all!			
8	Glossop Ward	Extremely Likely					Do not publish
9	Glossop Ward	Extremely Likely		We are very pleased the way he's been treated. Thank you all the staff, one and all.			
10	Glossop Ward	Extremely Likely		Patient, hardworking staff & v. friendly.		I know you have been v. busy but don't like mixed wards.	
11	Glossop Ward	Extremely Likely		All the staff from nurses/doctors down to the Sodexo ladies have all been awesome, as ever.		None.	
12	Glossop Ward	Extremely Likely		Just lovely people doing a hard job under awkward circumstances. Thanks. [Name			

				withheld]			
13	Glossop Ward	Extremely Likely		Very well looked after and the food is great - better than at home. Thank you for looking after me. [Name withheld]			
14	Glossop Ward	Extremely Likely		Fortunate to have a single room. Staff have all been very helpful and friendly. Very proud and thankful for our NHS.		No suggestions.	
15	Glossop Ward	Extremely Likely		Staff are very nice, always happy to help.			
16	Glossop Ward	Extremely Likely		Staff brilliant.			
17	Glossop Ward	Extremely Likely		Because of the friendliness of the staff who made my stay with you so good.			
18	Glossop Ward	Extremely Likely		Good treatment and looked after.		Not really.	
19	Glossop Ward	Extremely Likely		Most of the staff are very caring and that means a lot when you are not feeling very well. So, thank you.			
20	Glossop Ward	Extremely Likely		I have been very impressed with the length of [illegible] the staff been only [illegible] happy to give in the short time spent here. This reflects the happy atmosphere I have encountered.		Nothing springs to mind.	
21	Glossop Ward	Extremely Likely		Kind and attentive staff, nothing too much trouble.		Perhaps a drink later than 7pm would be preferable.	
22	Glossop Ward	Extremely Likely		The care received has been excellent and I have been treated like an individual.			
23	Glossop Ward	Extremely Likely		The staff are friendly and kind, cannot fault them at all.		I found that the doctors and nurses in A&E were friendly, helpful and calm in every	

						situation.	
24	Glossop Ward	Extremely Likely		Staff are friendly always smiling, nothing appears to be too much trouble.			
25	Glossop Ward	Extremely Likely		The staff are efficient and helpful, an excellent attitude.			
26	Glossop Ward	Extremely Likely		The care and attention received has been good from a friendly staff.		Still causing me problems is the fact that the differences in uniform colours are so confusing. Perhaps these could be displayed on a chart in each bay with an explanation.	
27	Glossop Ward	Extremely Likely		Totally professional staff.			
28	Glossop Ward	Extremely Likely		The staff are so caring and attentive.			
29	Glossop Ward	Extremely Likely		The staff are very caring and efficient.			
30	Glossop Ward	Extremely Likely		The staff are very helpful and friendly.			
31	Glossop Ward	Extremely Likely		All the staff have been wonderful / first class. They deserve a medal. They care for you all the time. Nothing is ever too much trouble for them. They never lose their cool, they are patient with everyone. The food is average.		I wouldn't change anything other than more staff.	
32	Glossop Ward	Extremely Likely		All the staff look after you as an individual patient, they do their job professionally and do it well. Ward is kept clean. The food is alright, it is quite good.		None.	
33	Glossop Ward	Extremely Likely		I have been extremely lucky to have a side room with my own facilities. All the staff have been most professional. friendly and		No - it has been very good.	

				have smile on their faces even after a 12hr shift. They provided a meal even though I was late on the ward in the evening. The menu choices are good.			
34	Glossop Ward	Extremely Likely		The staff have been excellent. They have treated me for 2 conditions and now I am pain-free and breathing easier. The staff are professional and explain my conditions well. There are always hot & cold drinks available.		None.	
35	Glossop Ward	Likely		Care and attention from the doctors and nurses was above expectation. Servicing staff were very efficient. Every effort was made to make me comfortable.			
36	Glossop Ward	Likely		Friendly staff, day and night.		No. Carry on.	
37	Glossop Ward	Likely		The staff are friendly, caring, professional, work well as a team. The ward manager has a well trained and caring team - they should be proud of themselves. Sodexo team made my days brighter.		Being woke up every four hours can be frustrating. The time waiting for T.T.A's (To Take Away - medicine dispensing) is ridiculous - better system needed.	
38	Glossop Ward	Likely		The caring staff was v/good.			
39	Glossop Ward	Likely		On the whole, very attentive & helped as much as possible. One lot of medication was missed because cannula had to be put back in & took too long, so skipped the antibiotics, had only 3 instead of 4 that day.		More information available re: condition of patient to their relatives.	
40	Glossop Ward	Likely					
41	Glossop Ward	Likely		Because I was well looked after.			

42	Glossop Ward	Likely		The staff have been good. However, a particular patient was shouting and noisy most of the night.			
43	Glossop Ward	Likely		Based on my experience, this is a very noisy ward i.e. noise from other patients.		An understanding of the staff uniform colours and their different roles would be helpful. A lot of patients in this bay are confused as to who is who.	
44	Glossop Ward	Likely		The nursing staff work as a team. The medical staff answer your questions. Food has been quite good.		No, not really!	
45	Glossop Ward	Neither Likely nor Unlikely		Obviously, the medical treatment is the man consideration and I've no complaints whatsoever about that. However, I had several very disturbed nights because mentally disturbed or otherwise confused patients were in the ward, shouting, moaning, with the staff either unwilling or unable to quieten them. Couldn't some sort of segregation be introduced, for the sake of the majority of 'normal' patients?		Introducing and, as far as possible, enforcing a 'silence after lights out' policy. I was by no means the only patient who felt that the general levels of noise were unnecessarily high, even without individual difficult patients.	
46	Glossop Ward	Extremely Unlikely		Nurse on Friday night tired to use blood pressure cuff on husband's working graft, causing him distress. Incorrect fentanyl patch administered. No transamic acid given since admission which caused [name withheld] to cough up blood again and made his arm bleed. Mattress to ease bed sore on bottom was taken from him on Saturday night. No		An exercise in customer service and adequately-trained staff.	

				paracetamol or abstrals given during stay for pain relief even though they are prescribed by his GP, including transamic acid. No oxycodine was given either. Wounds were not re-dressed after examination on Friday until I ran and complained.			
47	Glossop Ward	Not entered		One night is not enough.			
1	Intensive Care Unit	Extremely Likely		Amazing care from amazing staff. Great care from such professional people. [Name withheld], my assigned nurse, is fantastic.		Cannot think of anything to be honest.	
1	King George V Ward	Extremely Likely		The unbelievable dedication, care and consideration I received at all levels: medical, support services, including paramedics during my short stay. A sincere thank you to everyone.		More £ investment.	
2	King George V Ward	Extremely Likely		Excellent service throughout from all members of staff.			
3	King George V Ward	Extremely Likely		Excellent treatment and all staff most helpful & friendly.			
4	King George V Ward	Extremely Likely		The staff are friendly and smile, they laugh and talk with their patients. Caring staff.		The food is not very good - cheese omelette was re-heated and so inedible, like rubber. Lunchtime food is better than the evening. Everything else is good.	
5	King George V Ward	Extremely Likely		The staff are attentive and quick to respond. Also, happy and cheerful.		Everything here is very good. The service here is better than a hotel. I cannot find any fault. This is the best hospital in the UK. Some doctors are difficult to understand, but the nurses come and explain what has been said afterwards.	

6	King George V Ward	Extremely Likely		Treatment and staff excellent.		All good.	
7	King George V Ward	Extremely Likely		The staff are excellent.		The TV costs are far too expensive - hardly anyone uses them or can afford them. They are a complete waste of money. Water fountains would be a much better facility for patients.	
8	King George V Ward	Extremely Likely		All the staff are lovely.		The TV is far too expensive. There is a need for accommodation for family to stay - my partner had to sleep in the car as I suffer from panic attacks.	
9	King George V Ward	Extremely Likely		All the staff are very caring and obliging.		Satisfied as it is.	
10	King George V Ward	Extremely Likely		The staff are marvellous.		Very impressed with it as it is.	
11	King George V Ward	Extremely Likely		The staff are very helpful.		More investment in staff - more nurses are required.	
12	King George V Ward	Extremely Likely		All the staff are excellent.		Need more nurses - the existing nurses are overworked. Communication at the end of shifts could be improved.	
13	King George V Ward	Extremely Likely		I feel very relieved to be in the care of the staff.		No. I feel completely relaxed but am concerned about the lack of staff at weekends - appeared to be less and the cleaning of the bathrooms was not as good as normal.	
14	King George V Ward	Extremely Likely		All the staff have been lovely.		I have been in hospital since Friday and still waiting for a scan.	
15	King George V Ward	Extremely Likely		All the staff are fantastic on this ward, they make you feel welcome and cared for. They regularly check on me to see if I am ok even though I am in a side room. I currently have my own		None at this stage.	

				en-suite shower and toilet facilities which allows for extra privacy. The ward is always clean. The menu choice is really good but the food itself could be improved in flavour, texture and appearance.			
16	King George V Ward	Extremely Likely		All the staff have been very caring and will come quite quickly when you ring the bell and never make you feel that you are a nuisance. They are cheerful and attentive. The side room I am in is really nice, it is like being in a hotel and I have my own toilet facilities. I have only been allowed to have food and drinks for one day and that was good and piping hot.		None.	
17	King George V Ward	Extremely Likely		All the staff have been very helpful and friendly, they are easy to talk to and nothing is ever too much trouble for them. The ward and toilet/shower facilities are kept clean. The small amount of food I have had to date has been ok.		None. I am happy with the service.	
18	King George V Ward	Extremely Likely		The staff have been very friendly, helpful and caring, despite being overworked.		The media centre should be available free of charge if required by patients.	
19	King George V Ward	Extremely Likely		The staff are so attentive and helpful, always aware of what is happening.		The TV is too expensive. The food is good and the ward is lovely and clean.	
20	King George V Ward	Extremely Likely		It is wonderful on this ward. Ten out of ten. So quiet and lovely.		Waiting in the A&E department was far too long when I was really poorly. Otherwise, on this ward the treatment and service is excellent.	

21	King George V Ward	Extremely Likely		Attentive staff.		All good.	
22	King George V Ward	Extremely Likely		The staff are caring and calm.		I have been amazed and impressed with the amount of information I have received, and the care.	
23	King George V Ward	Extremely Likely		The nurses here are really good, calm and caring.		There is too much movement to different areas. This is distressing. All the wards are good but Day Surgery is not the best place for inpatients to be put.	
24	King George V Ward	Extremely Likely		The staff go above and beyond to ensure your care and comfort.		Sometimes it is confusing when dealing with medical staff. The information can be slow arriving and sometimes conflicting.	
25	King George V Ward	Extremely Likely		If I want anything, the staff are quick to respond.		I have not seen any doctors since I came in last Saturday - too long.	
26	King George V Ward	Extremely Likely		The staff are just wonderful, make you comfortable. Obviously, need more staff at times.		Nothing at all I can see or think of.	
27	King George V Ward	Extremely Likely		Arrived on the ward very late at night, staff were kind, welcoming, made me feel very welcome and at ease.		No, actually I am very impressed. Staff are extremely busy though, maybe more help. A&E was very busy when I arrived, a long wait, but nothing they can do.	
28	King George V Ward	Extremely Likely		The pleasant attitude from the wonderful staff. So busy but always a smile and a kind word. I include the lovely Sodexo staff. Always spotlessly clean, plus the food so far is very good.		The ward I think is run in a very professional way. I do think communication between doctors and nurses in A&E could improve - that can be frustrating when nurses arrive to see you and the doctor has not passed on relevant information.	
29	King George V Ward	Extremely Likely		The care and friendliness of the staff, all of them.		Nothing that comes to mind, all very good.	

30	King George V Ward	Extremely Likely		No choice. However, I have been treated extremely well, thank you. I am on a special diet and only today I have asked and been answered by the advanced practice dietitian. She has explained just how my food is actually feeding me, as they nourish me before my surgery.		No, because of the way I have been cared for.	
31	King George V Ward	Extremely Likely		All of the staff are just so lovely, nothing is any bother to any of them. Cleanliness is excellent, good food choice daily. When food is given to us, it is usually presented in a nice way, plus hot and tasty. Salads are huge - could feed six rabbits.		Absolutely nothing. The ward is run by very professional and caring staff. What more can you ask for or need? Arrived via A&E, then onto MAU, then KGV. Transition through the wards was also good.	
32	King George V Ward	Extremely Likely		I would just like to thank everyone really, for their compassion and kindness, plus the 100% dedication all staff show to the patients.		Nothing that comes to mind.	
33	King George V Ward	Likely		The ward seems to be too crowded - patients are too close together.		More space is needed between the beds. The food is adequate.	
1	Lundy Ward	Extremely Likely					Do not publish
2	Lundy Ward	Extremely Likely		I recommend them for their kindness and friendly attitude to patients.			
3	Lundy Ward	Extremely Likely		Everyone been so nice during my stay. Very friendly to myself and my family.		Medication to be done earlier on discharge day.	
4	Lundy Ward	Extremely Likely					
5	Lundy Ward	Extremely Likely					

6	Lundy Ward	Extremely Likely		Friendly staff, always helpful & cheerful.			
7	Lundy Ward	Extremely Likely					
8	Lundy Ward	Extremely Likely					
9	Lundy Ward	Extremely Likely		I feel, with the staff around me, confident that I'm in good hands. All of them are most helpful & nothing seems too much trouble. I would not only praise the Lundy Ward but also the other wards that I have been in. [Name withheld]			
10	Lundy Ward	Extremely Likely		Very clean, friendly and every time I have had cause to be here I have had a private room with ensuite. Nice!		The clocks in each of my rooms either didn't work or were set incorrectly. The date on the clock in my room was one day out (side room 13). (Small observation)	
11	Lundy Ward	Extremely Likely		The staff are very friendly and make sure you know what they are doing with you. Very good.			
12	Lundy Ward	Extremely Likely					
13	Lundy Ward	Extremely Likely					
14	Lundy Ward	Extremely Likely		Staff friendly, professional. (Have been on this ward in January 2019 too & was excellent then too). Have been well looked after.		Pharmacy - (no criticism of Lundy) unnecessarily long delay between being told going home / meds ordered from pharmacy & meds being sent up to ward - hours. Yet takes 30mins only if present prescription in person. Why?	
15	Lundy Ward	Extremely Likely		Friendly, caring staff.			

16	Lundy Ward	Extremely Likely		Amazing care.			
17	Lundy Ward	Extremely Likely		Staff are very caring. Helpful and knowledgeable. The atmosphere is pleasant and peaceful considering it is a hospital. The food whilst not up to the standard of the Ritz is good and tasty.		No - I did not expect it to be a hotel. It is a place to receive treatment, recover & go home.	
18	Lundy Ward	Extremely Likely		It is never a pleasure to be in hospital but the staff have been so kind and helpful. They also, despite being very busy, still gave a little time to talk to patients with interest.		No.	
19	Lundy Ward	Extremely Likely		They've all been wonderful. Good as gold.		No.	
20	Lundy Ward	Extremely Likely		Extremely pleasant, very helpful, reassuring staff.		None. Excellent care.	
21	Lundy Ward	Extremely Likely		Friendly, helpful staff.		Staff look tired, need more help.	
22	Lundy Ward	Extremely Likely		Wonderful treatment by every member of the staff - from Sodexo [illegible] to HCAs & support staff. Not to mention consultants & doctors! Superb.		Better communication between doctors & nursing staff.	
23	Lundy Ward	Extremely Likely		For the very good care & kind attention.			
24	Lundy Ward	Extremely Likely		Staff. Very helpfully caring & friendly. Good workers!			
25	Lundy Ward	Extremely Likely		Helpful & knowledgeable staff. Good food. Friendly.		No.	
26	Lundy Ward	Extremely Likely		Well looked after by dedicated staff.			
27	Lundy Ward	Extremely Likely		Very well looked after by excellent nurses. The bay is very clean.			

28	Lundy Ward	Extremely Likely		Well looked after by everyone, including the Sodexo staff.			
29	Lundy Ward	Extremely Likely		The staff are good.		The nurses are easy to talk to but the doctors are more difficult to talk to. Everything else is good.	
30	Lundy Ward	Extremely Likely		The staff are so lovely, willing and smiling.		All good.	
31	Lundy Ward	Extremely Likely		Lovely staff who look after me well.		All good. The drain in the shower does not empty well enough and so floods the floor.	
32	Lundy Ward	Extremely Likely		The staff are nice and friendly, made to feel very welcome and comfortable.		No, I think everything seems fine.	
33	Lundy Ward	Extremely Likely		Wonderful, just wonderful staff, including the Sodexo staff. I cannot believe the way the doctors listen to you, plus amazing care.		No, wonderful staff, ask for anything and your needs are quickly catered for.	
34	Lundy Ward	Extremely Likely		Nothing is too much trouble to these wonderful staff, I give 100% to them all for the way they treat their patients, such professional people. The place is so clean, and good food.		Nothing I can think of. I can assure you the staff on Lundy give nothing but their best at all times.	
35	Lundy Ward	Extremely Likely		Excellent care, nurses, doctors, cleaners, food. Yes, excellent, cannot do enough for you.		No way I should think. I just cannot think of one little thing that in my opinion would make any improvement to the bay or ward.	
36	Lundy Ward	Extremely Likely		The staff most certainly look after you at all times.		No, no,no. Excellent, quality care at all times - staff are working and doing their level best. Even the food is more than acceptable, spotlessly clean at all times. Caring staff and doctors are spot on.	

37	Lundy Ward	Extremely Likely		The most superb quality of care at all times. I cannot praise the staff enough, that includes everyone, from Sodexo to the consultants.		My only concern is communication from some of the doctors, they seem not to pass on their concerns to the staff, leaving the staff in the dark.	
38	Lundy Ward	Extremely Likely		Difficult to put into words. The staff are all just so kind, compassionate, caring, plus showing a professional attitude at all times.		To be honest, I cannot think of a thing.	
39	Lundy Ward	Extremely Likely		This ward is amazing, the staff are way above expectations.		Not at all on the ward - care, cleanliness etc. I think the food is just very bland and tasteless.	
40	Lundy Ward	Extremely Likely		The staff are friendly, helpful and attentive. I cannot fault the service I have received during my stay. I have been in a side room & facilities.		No - can't think of any.	
41	Lundy Ward	Extremely Likely		The staff see & treat all the patients individually. The atmosphere has been nice with all the staff getting on well together. I have been very happy - couldn't wish for better treatment. Food has been specially managed for me as I have to have it liquidized, they warm it up.		No. I can't think of anything.	
42	Lundy Ward	Extremely Likely		All the staff are very friendly, polite and helpful. Very professional. I am lucky to have my own room & facilities. The food has been enjoyable with good choices.		None - it is 100%.	
43	Lundy Ward	Likely		Being in a side room is isolating - I did not see my nurse most of yesterday. A scan I was waiting		The environment is spotless. Better food/selection at supper time please - an overcooked	

				for yesterday did not happen as it had not been ordered by the doctors.		jacket potato or a sandwich is not appetising.	
44	Lundy Ward	Likely		The staff are too busy to give much empathy or care sometimes.		More empathy with the patients and to be treated more as a person. The waiting times for someone to come when something needs doing is far too long. It seems the staff are too busy to help, only healthcare assistants available but they cannot do dressings or give medicines. I am not very happy with the attention I am receiving. I am just a patient in a bed. The noise in the night from other patients is terrible.	
45	Lundy Ward	Likely		The service is not as good at night as there are not enough staff to cope with all of the very ill patients.		I would appreciate someone spending more time with me to explain what has happened with my procedure, what the results were and what is going to happen next - the plan of action.	
46	Lundy Ward	Likely		The staff have all been very friendly, cheerful and reassuring. I am currently in a side room with my own facilities. Room is kept clean.		None.	
47	Lundy Ward	Not entered		Extremely good.			
1	Staples Ward (Stroke Unit)	Extremely Likely		Very friendly and helpful, good experience.			
2	Staples Ward (Stroke Unit)	Extremely Likely		From the Sodexo staff to all grades of staff from band 2 to 6. Unfortunately I didn't get to meet the band 7 but I hear good things. Been in 3 stroke units with my		The only issue was that it was somewhat beholden to me to contact other consultants at Derriford and get a consultant friend to email me a DX copy of	

				now 4th stroke. The best hands down.		last stroke to hand in. But I [illegible] as everyone was busy and didn't mind helping.	
3	Staples Ward (Stroke Unit)	Extremely Likely		You get treated with the respect that patients deserve and they can't do enough for you. The nursing and care staff will help with showering and shaving, if required. The single room I am in is kept clean and tidy. The food is adequate and tasty but the portions could be bigger.		None.	
4	Staples Ward (Stroke Unit)	Extremely Likely		I think it is excellent. The staff are very good. The ward is comfortable and clean. The food is diabolical, it does not taste nice and is not well presented.		None at this stage.	
5	Staples Ward (Stroke Unit)	Extremely Likely		A lot of the care is one-to-one by the staff. The bay is kept clean and it is bright and welcoming. To date, I have only had sandwiches and breakfast. The menu appears limited.		It would be helpful if we are told when doctors/medical staff will come to confirm discharge so as to make arrangements for going home.	
6	Staples Ward (Stroke Unit)	Extremely Likely		I have been well looked after by all the staff. They keep the ward clean and tidy. The menu choice is ok but not much variety, the food tastes ok but is limited.		None at this stage.	
7	Staples Ward (Stroke Unit)	Extremely Likely		The care has been very good by all the staff. The staff are very busy but keep cheerful. They are good helping with showering etc. The ward is clean and comfortable. The food is lovely but I do not have much of an appetite.		None.	
8	Staples Ward	Extremely		All the staff are helpful and		None.	

	(Stroke Unit)	Likely		cannot do enough for you, even though they are so busy. They are always cheerful and the overall general care is very good. I am offered plenty of hot or cold drinks. I have been surprised about the choice on the menu as well as the food itself as I was expecting it not to be very good from what people say.			
9	Staples Ward (Stroke Unit)	Extremely Likely		I am blind and the staff have been exceptionally kind and helpful.		Very satisfied as it is.	
10	Staples Ward (Stroke Unit)	Extremely Likely		Very clean. The staff are so pleasant.		Satisfied the way it is.	
11	Staples Ward (Stroke Unit)	Extremely Likely		Everything is good.			
12	Staples Ward (Stroke Unit)	Extremely Likely		The care from all the staff is brilliant.		No - it is so good as it is. The TV is expensive.	
13	Staples Ward (Stroke Unit)	Extremely Likely		Kindness and competence give you confidence that you are in good hands.		More money needed for staff - higher pay.	
14	Staples Ward (Stroke Unit)	Extremely Likely		The nurses are very good and friendly.		The service is very good as it is.	
15	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are very nice and friendly to patients and visitors.		Communication could be improved - the doctors tend to talk over you.	
16	Staples Ward (Stroke Unit)	Extremely Likely		Friendly and efficient.		Nurses are overworked - the shifts are too long.	
17	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been excellent.		It cannot be faulted.	
18	Staples Ward (Stroke Unit)	Extremely Likely		Well cared for.		No, happy as it is.	
19	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are so friendly.		No. I cannot find fault.	
20	Staples Ward (Stroke Unit)	Likely		There have been no problems. The staff have been very helpful.		None.	

				The food is adequate, considering it is hospital food.			
21	Staples Ward (Stroke Unit)	Likely		Attitude to the elderly could be improved but the atmosphere is very pleasant.		Apart from the fault mentioned, I am happy as it is.	
1	Tarka Ward	Extremely Likely		Because all the staff are very helpful & friendly & efficient.		I had a hip operation & found it difficult to put the paper towels in the bin & need hooks on the wall for your clothes while showering.	
2	Tarka Ward	Extremely Likely		The level of care I received was excellent, cannot fault it.		Not really.	
3	Tarka Ward	Extremely Likely		Very fast to respond to the panic button & always smiling.			
4	Tarka Ward	Extremely Likely		The friendly staff attend to every need, nothing is too much trouble for them.		No.	
5	Tarka Ward	Extremely Likely		This is my second stay on Tarka Ward having had 2 total hip replacements. On each occasion, all the nurses and HCAs have been excellent, caring and kind - hardworking and couldn't be more helpful. They provide reassurance when you need it and most have a good sense of humour and I would not hesitate to recommend this ward and its staff to anyone who needed treatment here.		No - it was excellent as far as I am concerned.	
6	Tarka Ward	Extremely Likely		All the staff are very caring, considerate & professionally efficient. I was made to feel nothing was too much trouble and they did it with a smile on their faces. This is so important when you are at your most		No, not really, as you seem to be getting it right. I know you'd like more staff but that's another story! (P.S. also a cuppa at about 3 would be great).	

				vulnerable & relying on others. Thank you all.			
7	Tarka Ward	Extremely Likely		Because everyone where so friendly & did their work to the most. I thank you all very much.		None. I cannot see any way to improve, at least for myself.	
8	Tarka Ward	Extremely Likely		Friendliness & care of staff towards me. Staff to motivate me when I needed it the most.		Have tea/coffee facilities for visiting relatives on the ward! (Just like Canada!)	
9	Tarka Ward	Extremely Likely		Friendly & competent & patient.			
10	Tarka Ward	Extremely Likely		Level of care is excellent, all staff very nice & caring.			
11	Tarka Ward	Extremely Likely		The staff are wonderful as is everybody. This is an excellent hospital. They treat you with respect.			
12	Tarka Ward	Extremely Likely		Everyone is so helpful, nothing is too much trouble.			
13	Tarka Ward	Extremely Likely		Well, what can I say about the staff in Tarka Ward? My wife was in for a hip op. The staff were fantastic, polite, helpful, nothing too much trouble. 10 /10 for super service. If I could give them a pay rise I would. Keep up the super work. Thanking all staff.		Keep doing what you all are doing. Great staff. Once again, a big thank you to all the staff.	
14	Tarka Ward	Extremely Likely		I think you do a fantastic job.		Keep going.	
15	Tarka Ward	Extremely Likely					Do not publish
16	Tarka Ward	Extremely Likely		Staff very helpful.			
17	Tarka Ward	Extremely Likely		Lovely staff, gentle, caring nothing too much trouble, well done.		None!	
18	Tarka Ward	Extremely Likely		I cannot fault the care I have been given during my stay.			

				Everyone has been so friendly.			
19	Tarka Ward	Extremely Likely		All staff very helpful and friendly. On ward, pre-op, operating staff - couldn't speak any higher about them all.		Perfect the way it is.	
20	Tarka Ward	Extremely Likely		The staff are so kind, nothing is too much trouble. Always a smile and friendly words mixed with laughter.			
21	Tarka Ward	Extremely Likely		Very friendly staff, nothing too much trouble, very reassuring. Didn't realise there were so many staff on the ward.		No.	
22	Tarka Ward	Extremely Likely		All the staff were most kind and helpful. I couldn't have asked for more!		Don't change what works!	
23	Tarka Ward	Extremely Likely		The nurses are so kind and understanding.			
24	Tarka Ward	Extremely Likely		The staff are friendly, efficient and have my confidence.			
25	Tarka Ward	Extremely Likely		The staff are friendly and reliable - appear to know what they are doing.			
26	Tarka Ward	Extremely Likely		Staff are very friendly and helpful.		More physio and exercise would have been better.	
27	Tarka Ward	Extremely Likely		The staff have been excellent, including Sodexo.			
28	Tarka Ward	Extremely Likely		Well looked after by attentive staff.			
29	Tarka Ward	Extremely Likely		I have been well looked after by all the staff, including Sodexo.			
30	Tarka Ward	Extremely Likely		The care I have received in this ward has been excellent.			
31	Tarka Ward	Extremely Likely		The staff have been very helpful and professional.			
32	Tarka Ward	Extremely		The care and attention received			

		Likely		has been good.			
33	Tarka Ward	Extremely Likely		The staff have been so helpful.		Improve the quality of the food e.g. an omelette I had recently was like leather.	
34	Tarka Ward	Extremely Likely		All the staff have been excellent, welcoming and caring.			
35	Tarka Ward	Extremely Likely		A very dedicated team.			
36	Tarka Ward	Extremely Likely		The staff have been very helpful and friendly.			
37	Tarka Ward	Extremely Likely		The service received has been excellent.			
38	Tarka Ward	Extremely Likely		Very helpful and extremely good staff.			
39	Tarka Ward	Extremely Likely		I have had no problems, been excellently treated.			
40	Tarka Ward	Extremely Likely		Well looked after by dedicated staff.		I suggest that the wet rooms have hooks so that you can hang your clothing.	
41	Tarka Ward	Extremely Likely		Very well treated by excellent staff.			
42	Tarka Ward	Extremely Likely		Friendly and understanding staff, very patient orientated.			
43	Tarka Ward	Extremely Likely		I cannot fault this ward. It's very clean.		More nurses are required.	
44	Tarka Ward	Extremely Likely		Been well looked after by all staff, including Sodexo.			
45	Tarka Ward	Extremely Likely		The care across the board has been very good from both medical and non-medical staff.			
46	Tarka Ward	Likely		Excellent service. Nothing was too much trouble from start to finish. Very impressed.		The catering staff seem more than boisterous but very efficient.	
47	Tarka Ward	Likely		The reputation of N.D.D.H. and Tarka Ward, in particular. Previous treatment here was		Please bring back the patient-controlled morphine drip!!	

				excellent.			
48	Tarka Ward	Likely		Staff lovely. Nothing too much trouble.		Doing a good job already.	
49	Tarka Ward	Likely		Being on a gluten-free diet, food was very bad. Could not fault the nursing staff.		Position of waste bins in bathroom.	
1	Victoria Ward	Extremely Likely		Have had excellent care on the ward. Could not have had better. All the nurses deserve a medal. Thank you!!			
2	Victoria Ward	Extremely Likely		Everyone was friendly and helpful. Nothing was too much trouble from getting me a paper or replacing my battery in my razor. Well done Victoria Ward.			
3	Victoria Ward	Extremely Likely		I cannot fault the treatment I have been given during my stay in Victoria Ward. Everyone has been extremely helpful and caring. Thank you.			
4	Victoria Ward	Extremely Likely		Found all the staff helpful & caring.			
5	Victoria Ward	Extremely Likely		Well taken care of.			
6	Victoria Ward	Extremely Likely		Superb care shown by all the staff.			
7	Victoria Ward	Extremely Likely		Very well looked after by very friendly & helpful staff.			
8	Victoria Ward	Extremely Likely		Every member of staff are lovely. Nothing is too much trouble for them. You are looked after extremely well.		Sometimes the poor nurses are stretched to breaking point, more help would be very beneficial to them.	
9	Victoria Ward	Extremely Likely		Because I couldn't have received better treatment.			
10	Victoria Ward	Extremely Likely		Staff lovely in Victoria Ward. Thank you very much.			

11	Victoria Ward	Extremely Likely		Excellent care and service. Nothing is too much trouble for these guys. Thank you.		None at all. This is my first time in hospital and I have found it an excellent service all round. Thank you.	
12	Victoria Ward	Extremely Likely		All staff very helpful.			
13	Victoria Ward	Extremely Likely		Superbly well looked after. Knowledgeable and polite staff. Clean and hygienic ward. [Name withheld]			
14	Victoria Ward	Extremely Likely		Great staff, good care, good food.		Continue as you are.	
15	Victoria Ward	Extremely Likely		I have been well looked after by dedicated staff.			
16	Victoria Ward	Extremely Likely		Everything has been good.		More doctors and nurses.	
17	Victoria Ward	Extremely Likely		The staff are friendly and professional.			
18	Victoria Ward	Extremely Likely		Friendly staff. The food is good.			
19	Victoria Ward	Extremely Likely		The staff are kind and efficient. At one point, the night staff were very noisy, but this has now been resolved by speaking with the staff nurse. The doctors are kind, attentive and explain things well but the consultants speak too fast and visit too briefly for the patient to understand.			
20	Victoria Ward	Extremely Likely		Staff are efficient and attentive.		The shower in Bay 3 needs attention - the shower head will not stay in place.	
21	Victoria Ward	Extremely Likely		All the staff are very caring and considerate.			
22	Victoria Ward	Extremely Likely		The staff are very good and friendly.			

23	Victoria Ward	Extremely Likely		All the staff, including Sodexo staff, are excellent.			
24	Victoria Ward	Extremely Likely		A quiet ward and very well organised.			
25	Victoria Ward	Extremely Likely		The staff have been top class.			
26	Victoria Ward	Extremely Likely		Nothing is too much trouble for the staff.			
27	Victoria Ward	Extremely Likely		The staff have been very good.			
28	Victoria Ward	Extremely Likely		I have been well looked after by all.			
29	Victoria Ward	Extremely Likely		The staff have been very good and are willing to listen.			
30	Victoria Ward	Extremely Likely		Staff are cool, calm, friendly.		During my stay I have been in 3 different wards, with MAU & Capener being the most noisiest, and I was unable to sleep in these wards, I have had excellent treatment in Victoria.	
31	Victoria Ward	Extremely Likely		Very professional staff, friendly, including the Sodexo staff.		Perhaps patients waiting for an angiogram, should be done at NDDH. This, in my opinion, would save time and money,	
32	Victoria Ward	Extremely Likely		Friendly staff, very good & understanding.		More nursing staff required.	
33	Victoria Ward	Extremely Likely		Staff are friendly & welcoming.			
34	Victoria Ward	Extremely Likely		The nurses are very helpful, food very good, clean ward.			
35	Victoria Ward	Likely		Lovely atmosphere, staff unfailingly helpful & cheerful, despite being very stretched at times. Food very good. Only criticism - toilets need cleaning more frequently.			

36	Victoria Ward	Not entered					Do not publish
37	Victoria Ward	Not entered		I could not have been looked after any better than here. Everything done for you. All staff very helpful. Everyone that works here, well done.		All overworked. Keep up good work. More staff urgently needed and doctors.	
38	Victoria Ward	Not entered		The atmosphere is very good and friendly.			