

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Jun-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		All the nursing staff are very considerate, lovely staff. This is a lovely quiet hospital compared with Bath / my local hospital. I can't praise this ward enough. The food is average so far.		None.	
2	Alexandra Ward	Extremely Likely		All the staff are pleasant, understanding and helpful.			
3	Alexandra Ward	Extremely Likely		Everyone has been kind and understanding.			
4	Alexandra Ward	Extremely Likely		Everyone is friendly.			
5	Alexandra Ward	Extremely Likely		Everyone is so helpful. The ward is clean.			
6	Alexandra Ward	Extremely Likely		I have been well looked after by a dedicated team.			
7	Alexandra Ward	Extremely Likely		I have been well looked after by everyone.			
8	Alexandra Ward	Extremely Likely		I have been well treated by everyone.			
9	Alexandra	Extremely		No problems at all with the care		None.	

	Ward	Likely		on the ward. The nursing care has been excellent. I am currently in a side room with own facilities. The cleanliness is excellent. The food is good but I am on a gluten free diet so my choices are restricted.			
10	Alexandra Ward	Extremely Likely		Someone is available in a few mins when you ring the bell. You get a good answer when asking questions and they are caring and polite.		None.	
11	Alexandra Ward	Extremely Likely		Staff have been excellent, can't do enough to help you.			
12	Alexandra Ward	Extremely Likely		The care in general, all the staff look after you and they are very happy. They helped with washing & dressing. I chocked on some food so I was put on a safe diet - which is not very nice. The ordinary food is ok.		None.	
13	Alexandra Ward	Extremely Likely		The friendliness of the staff, they care very co-operative and willing, nothing is every too much trouble. They are all very professional. The beds are changed every day - the shower facilities are always clean. The food is of a good standard - it is much improved.		None - it is very efficient.	
14	Alexandra Ward	Extremely Likely		The have been very good. All the staff have been very helpful and kind. They all appear to be happy & cheerful. They have made me comfortable.		None.	
15	Alexandra Ward	Extremely Likely		The nurses - the care and how they look after each patient is as if they were looking after a		I disagree strongly with the use of the small plastic cups that are used for dispensing tablets / medicine	

				member of their own family. They provide physical and mental support - leads to good recovery and wellbeing of each patient. The food is great, with a good menu choice. The ward is kept clean and the shower / toilet facilities.		etc. This is unacceptable and a waste especially as a new one is used for each dosage, not eco - friendly.	
16	Alexandra Ward	Extremely Likely		The nurses (all staff) have been good. I have been well looked after, they have been kind. I am glad my bed is near the window for fresh air. The menu is interesting - there is a variety but the food itself is dreadful / horrible. The ice cream is nice.		To answer bells within a reasonable time when required e.g. on a commode.	
17	Alexandra Ward	Extremely Likely		The nursing staff are so good at caring and helping. I get on very well with all of them, they do a lot for me. The food is quite good. The staff are always so busy - they don't hang around.		None.	
18	Alexandra Ward	Extremely Likely		The service I have received has been excellent. As a visitor to the area, I have nothing but high praise for the staff.			
19	Alexandra Ward	Extremely Likely		The staff are friendly and professional.		More nurses and HCAs on the ward.	
20	Alexandra Ward	Extremely Likely		The staff are hardworking.			
21	Alexandra Ward	Extremely Likely		The staff are very attentive.		More staff are needed - nurses & HCAs.	
22	Alexandra Ward	Extremely Likely		The staff have been very welcoming.			
23	Alexandra Ward	Extremely Likely		Very good care and attention given by all the staff.			

24	Alexandra Ward	Extremely Likely		Well looked after by everyone.			
25	Alexandra Ward	Extremely Likely		Well looked after during my stay.			
26	Alexandra Ward	Extremely Likely		Well looked after.			
27	Alexandra Ward	Extremely Likely		Well treated by everyone on the ward.			
1	Capener Ward	Extremely Likely		[Illegible].		[Illegible].	
2	Capener Ward	Extremely Likely		All staff were working very hard to keep it clean and were friendly and happy to make your stay comfortable.			
3	Capener Ward	Extremely Likely		The staff are very willing to help where needed, cheerful even after a long busy shift as they are at the beginning.			
4	Capener Ward	Extremely Likely		They all work so hard but there's plenty of staff for personalised care which is excellent. Thank you!			
5	Capener Ward	Extremely Likely		Everyone is helpful.			
6	Capener Ward	Extremely Likely		I have been treated very well.			
7	Capener Ward	Extremely Likely		I have been well looked after.			
8	Capener Ward	Extremely Likely		The care has been excellent and the quick response to any questions I asked.			
9	Capener Ward	Extremely Likely		The cleaners are excellent. The nurses are also excellent. I have no problems at all actually. All very good.		More nurses would help I guess. Although the food is adequate, I feel there could well be improvement.	
10	Capener Ward	Extremely Likely		The staff are just all so kind and caring. They treat us like we are		Not really. I was a nurse myself, but how times have moved on, these	

				their parents.		youngsters never stop.	
11	Capener Ward	Extremely Likely		The staff are just wonderful, always a bit of banter alongside the serious stuff.		A difficult question. The ward is spotless. I find the food a little bland but well-presented and mostly hot. Plus, wonderful care. So, no, nothing really.	
12	Capener Ward	Extremely Likely		The staff are so efficient and understanding.		Poor quality food - bland, tasteless and unappealing.	
13	Capener Ward	Extremely Likely		The staff are very dedicated and extremely busy.		The food quality needs to improve. How can you expect to get better when the food served up is uneatable at times.	
14	Capener Ward	Extremely Likely		The ward is organised and friendly.			
15	Capener Ward	Extremely Likely		Very good. As a visitor to the area, I am very impressed with the care. The doctors and nursing staff are first class.		No. Very clean. The food is ok. The doctors and nurses are excellent, very professional staff.	
16	Capener Ward	Extremely Likely		Very understanding & dedicated staff.			
17	Capener Ward	Extremely Likely		Well cared for, very helpful.		More nurses/HCAs required.	
18	Capener Ward	Extremely Likely		Well looked after - the staff are very dedicated.			
19	Capener Ward	Extremely Likely		Well looked after by dedicated staff.			
20	Capener Ward	Extremely Likely		Well looked after in a quiet bay.		Better food - it tastes rather bland at times.	
21	Capener Ward	Extremely Likely		Well looked after.			
22	Capener Ward	Extremely Likely		Well treated by all.		The food could be improved - both temperature and quality. Compared to Exeter, it's poor.	
23	Capener Ward	Likely					Do not publish
24	Capener Ward	Neither Likely nor		A noisy ward during both the day and night - mainly due to the			

		Unlikely		staff.			
1	Caroline Thorpe Ward	Extremely Likely		Absolutely marvellous staff, kind and caring.		I don't think so. The staff always giving of their best, over and above care at all times. Good food. I had a choice from two menus. The ambulance and paramedics arrived within seven minutes, straight into A&E and quickly seen by the doctor. Within a couple of hours up onto Caroline Thorpe.	
2	Caroline Thorpe Ward	Extremely Likely		Brilliant, long-term care for almost 13 weeks, both here and in Bristol. I just cannot speak highly enough of these very professional staff.		No, very thorough I would say.	
3	Caroline Thorpe Ward	Extremely Likely		It is at times like this we realise just how important our NHS is to us. The staff on Caroline Thorpe are excellent, very kind and professional care at all times. Always there to listen and answer any questions. We honestly just cannot fault the care shown. Thank you everyone.		No comments I can really make that would help you. I once again say incredible care from all of the staff.	
4	Caroline Thorpe Ward	Extremely Likely		Outstanding. The staff are so polite, professional and so understanding. I cannot rate them highly enough.		Nothing at all. Everything has been spot on - absolutely perfect, thank you. The night nurse gave care way over and above expectations last night.	
5	Caroline Thorpe Ward	Extremely Likely		The nurses are just so friendly, kind and caring at all times.		No, everything has been fine, thank you. Spotlessly clean. I also think there is a good choice on the children's menu.	
6	Caroline Thorpe Ward	Extremely Likely		The staff treat everyone fairly, they listen at all times. Felt a little nervous on arrival, but made welcome and put at ease.		Nothing that I can think of. I personally find the food menu very good. The staff are always around during the night.	

7	Caroline Thorpe Ward	Extremely Likely		Very friendly, very caring and supportive at all times. I thank the staff for the support shown to us, as parents. We share the visiting/stay over shifts. All very good.		Only one little thing without making it sound like a complaint, but could some of the staff take a little more notice and be a little quiet should the patient be asleep, especially when the curtains are around for privacy.	
8	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
9	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff amazing at looking after us, made my daughter very comfortable and settled very quickly.	Couldn't have done any more for us, was very friendly, welcoming.	Nothing!	
10	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff very friendly and caring. Everything explained in great detail. Excellent facilities and very clean.	DVDs & playroom available for children to use. Friendly & approachable staff.	Nothing - care given was exceptional.	
11	Caroline Thorpe Ward	Yes	Not entered	All the nurses, doctors have gone above and beyond with the care given to my daughter. Everyone is very friendly and supportive. The housekeepers were very good and interactive. "I love them" [name withheld] age 3.	The level of support offered. The patience shown to my daughter during obs and giving medication. "I love mummy being in hospital with me".	Nothing.	
12	Caroline Thorpe Ward	Yes	Not entered	All the staff have been really helpful and kind (mum). The bed is great and I liked the breakfast (patient).	The attention we were given and the kindness shown during a stressful time (mum). The automatic bed! (patient).	Nothing? (mum). More breakfast options - pancakes / waffles & croissants!! (patient).	
13	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff have been so fantastic. You are all so caring and work so diligently. You go out of your way to reassure and support parents and it's such a great thing when faced with time in hospital - thank you!!	Everything, we were kept updated, checked up on and really cared for. [Name withheld] was really checked up on and kept comfortable.	Nothing!	
14	Caroline Thorpe Ward	Yes	Patient	Because everyone has been really supportive.	The nurses are all nice.	Nothing.	

15	Caroline Thorpe Ward	Yes	Patient				Do not publish
16	Caroline Thorpe Ward	Yes	Not entered	Because nurse [name withheld] is always very good looking after [name withheld]. All doctors very professional and smiley, helping, answering all our questions. Wish all nurses in this unit were like that. Not only smiling when you pass them.	Personally we feel very good around nurse [name withheld] and Drs.	Youngest nurses need to learn to smile and be positive and happy all the time, not only when we pass them.	
17	Caroline Thorpe Ward	Yes	Patient	Because the staff are friendly. [Name withheld] was very nice and caring and was with me during my test. She will make a great nurse. Thank you everyone. x	I felt better at the end of it!	Food options, we had the allergy sheet but didn't need it.	
18	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
19	Caroline Thorpe Ward	Yes	Patient	Because they were really helpful and kind.	That they give you all the things is need.	Made share that the patients new the rules as the bathroom.	
20	Caroline Thorpe Ward	Yes	Patient				Do not publish
21	Caroline Thorpe Ward	Yes	Patient	Because they were very kind & if it hurts they ask if you're alright & they help you through it.	Food was good. The people were really, really kind.	Nothing.	
22	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Care has been brilliant. All staff on this ward were very friendly and always helped with a smile.	Care for my little boy & thoughtful things (tea & toast) for dad.	Nothing.	
23	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone has been attentive & informative. Staff are friendly & non-judgemental.	Everything!	Nothing.	
24	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
25	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone makes you feel at ease here, nothing is too much trouble.	Lots of advice and help when needed.		

26	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone was so lovely and helpful & caring. Very clean & good facilities. Just great. Thank you!			
27	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care. Really lovely, caring staff. Amazing playroom.	Lots of toys in the playroom kept my toddler occupied for hours! Extended family welcome to stay for added support, nothing too much trouble.	Completely satisfied with the care given.	
28	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Exceptional care to my daughter and myself.	Attentiveness of nurses & doctors.		
29	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic care from admission to discharge, very friendly, very approachable staff.	Always updated, always checked up on.	Nothing!!	
30	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic facilities for children, to keep them entertained and happy. The staff are very friendly.	Brilliant care.		
31	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic staff, all very friendly and helpful.	The nursing team, they make you feel welcome and are always asking if you need anything.	Nothing.	
32	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
33	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly & helpful staff, supportive service.	Efficient care & well looked after.	Nothing.	
34	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
35	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly & supportive staff.	Offered food & drink, staff welcoming, answered questions.	Chase up results.	
36	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff, helpful, kind & helped us feel safe. Thank you.	The whole team are great, each & every one of you have made our long stay slightly easier Thank you.	N/A.	
37	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff, make you feel at ease. Great with nervous children.	Friendly, caring.	Nothing.	
38	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish

39	Caroline Thorpe Ward	Yes	Not entered	Friendly staff.	Quickly seen to and assisted.	Nothing.	
40	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff. Everyone has been great - thank you!			
41	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, kind, caring nurses, play worker and everyone else we met all trying to do their best to make our stay more comfortable.	As previous.		
42	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great staff. Really accommodating with parents.	Friendly, knowledgeable staff.	Nothing I can think of.	
43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Helpful staff & understanding.	Made welcome.	N/A.	
44	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Kept informed. Friendly staff. Clear explanation of treatment plan.			
45	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Kind, welcoming staff. Friendly & reassuring. Thank you.	Great staff & accommodation.	No complaints at all.	
46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lots to do on ward while waiting.	Didn't stay long but he enjoyed the PS4.	Nothing.	
47	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely polite staff. Always someone around to help.			
48	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely staff. Very supportive.	Friendly service.	No.	
49	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Made our stay very comfortable considering our circumstances for our visit. Student nurse, [name withheld], really helped us when needed.	Member didn't hesitate if we needed help.		
50	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Nurses are friendly.	Nurses, school playroom.	Consultants & Drs need to communicate more.	
51	Caroline Thorpe Ward	Yes	Not entered	Nurses treated me nicely and are all very helpful.	Nurses are kind and friendly.	None.	
52	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Outstanding care.	Care was unbelievable.	Nothing at all.	
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Outstanding nurses & doctors.	All was good.	Nothing, everything was fine.	

54	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Really kind & welcoming staff. Made our little girl feel as at ease as possible despite the circumstances.	Good communication. Very patient & kind staff.	Nothing I can think of!	
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	So helpful & nothing too much.	Care.		
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff and Drs very friendly.	Dealt with quickly, lovely cup of tea.		
57	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are so friendly and helpful. The ward always has a lovely, happy atmosphere. Couldn't ask for a better hospital.	The time and effort put in by all staff.	Nothing. Everything is fab here.	
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Thank you for a prompt, caring and comprehensive service. It is much appreciated and we feel reassured with the treatment.	Thank you for you help from [name withheld].		
60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The care given is amazing, staff are great, helpful.	The care of the nurses & staff.	None.	
61	Caroline Thorpe Ward	Yes	Patient	The care provided to [name withheld] was excellent. From arriving at the hospital he was assessed & operated upon & at the ward within 8 hours!	The professionalism & care provided - great facilities.	Nothing!! Thank you very much!!	
62	Caroline Thorpe Ward	Yes	Patient	The nurses are lovely and make me feel happy.	The care.	Nothing.	
63	Caroline Thorpe Ward	Yes	Not entered	The staff were friendly and helpful and explained well about her treatment.	Everything was explained and friendly staff.		
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff.	How we were treated.	Nothing.	
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The whole team have been absolutely fantastic with dealing with my daughter, myself and partner.	Everything - no complaints.	Nothing.	

66	Caroline Thorpe Ward	Yes	Patient	They give you food, they treat you well, they offer you activities.	The biscuits and coffee.	Nothing.	
67	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	They were so helpful and friendly and looked after my daughter really well. Thanks for all your help, your doing a great job.	Helping my little girl and was there for me too.		
68	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	This is I think the third time on this ward over 6-7 years. Absolutely amazing culture of care. If you could replicate this throughout the NHS it would be incredible. Thank you.	The patience and kindness of the staff and the wonderful environment.	Nothing.	
69	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	This was an unplanned visit and everyone made us feel very welcome. Nothing was too much trouble for the staff and they took every precaution with my baby, [name withheld].	The staff! they were all exceptionally friendly and welcoming and took very good care of my daughter.	Nothing!	
70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly and caring staff.	Felt looked after. Everything was always well explained.		
71	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly, comforting & professional.	See previous.		
72	Caroline Thorpe Ward	Yes	Patient	Very friendly, supportive, informative & knowledgeable staff who always go out of their way to make you feel safe & cheered up.	Lots of things to distract you & really supportive nursing staff!	Buttered & jammed my toast for me every time as I have a lot of trouble eating because of voices in my head.	
73	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very kind nurses & staff.	How helpful everyone was.	Nothing.	
74	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very nice & friendly staff. Also very efficient.	We didn't have to stay!!	Nothing.	
75	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very nice staff and helpful.	They helped my daughter get better.	Have better air conditioning, very hot.	
76	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very welcoming made us feel comfortable and safe.	Privacy, polite staff.	N/A.	
77	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We were excellently looked after in particularly by [name withheld]	The staff.	Nothing.	

				who made sure we were comfortable and had all the information we needed.			
78	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We were so pleased with the quality of care - we would be more inclined to use the hospital again as opposed to other Devon hospitals.	Quality of care, staff attitudes.		
79	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Were quick to see to my son (16 months) during a busy period when he had a high temperature and infection.	Made my son as comfortable as possible in the night when he was feeling unwell.	Nothing.	
80	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Wonderful care, thoughtful consideration of needs.	Nursing staff very kind & helpful.	Nothing.	
81	Caroline Thorpe Ward	Yes	Patient	You looked after me so well, stopped my pain and gave me food when I fancied it. Thank you so much!	How caring everyone was. I felt safe and confident you were doing your best for me.	Nothing you are perfect!!	
82	Caroline Thorpe Ward	Not entered	Parent/Guardian/Carer	[Name withheld] in the schoolroom is amazing, as is sister [name withheld] (welcoming, informative, nurturing, kind). Thanks. [Name withheld].	Welcome - nurturing.	Nothing.	
83	Caroline Thorpe Ward	Not entered	Patient				Do not publish
1	Fortescue Ward	Extremely Likely		A mostly quiet bay. Very clean. The staff are good.			
2	Fortescue Ward	Extremely Likely		After a fall, I arrived on Fortescue and was made welcome and comfortable by very nice staff.			
3	Fortescue Ward	Extremely Likely		All the staff, including Sodexo, are very friendly.			
4	Fortescue Ward	Extremely Likely		Nothing is too much trouble.			
5	Fortescue Ward	Extremely Likely		Taken as a whole, I think the standard of care is extremely		I feel the poor staff are just so overworked - I do not know how	

				high.		they manage to keep going. They do such a wonderful job.	
6	Fortescue Ward	Extremely Likely		The nurses are always there to help. Always working hard. I wonder if they need more help at times.		Not really. The staff are all just so helpful in the way we are treated. I am hoping to get more use out of my arms and legs before I go home. I just wish one of the patients would not strike out at staff. It is upsetting to see. Apparently, he is going today, that will be a relief to us all.	
7	Fortescue Ward	Extremely Likely		The quality of care, very dedicated and professional staff.		Not really.	
8	Fortescue Ward	Extremely Likely		The quality of the care from very friendly staff, lovely bit of banter. The ward is so fresh and clean. I always get a nice cup of tea from the tea ladies, they are lovely. I am on holiday. Hopefully, I will be all sorted by the weekend, but I must say that I have been so well cared for.		Not really. A wonderful, caring hospital.	
9	Fortescue Ward	Extremely Likely		The staff are great, made to feel very welcome, made to feel very safe as well. The staff are always making sure you are steady on your feet, or using your frame in the correct manner before they let you walk anywhere. The ward is so clean, and I must say ample and we'll cooked food, always served nicely and with a smile.		I don't think so. Everything seems to run very smoothly. Very nice staff.	
10	Fortescue Ward	Extremely Likely		The staff attitude, service and friendliness has been excellent.			
11	Fortescue Ward	Extremely Likely		The staff have been very kind.			
12	Fortescue	Extremely		Very easy to recommend, the		Not really, everything seems fine in	

	Ward	Likely		Doctors and nurses are great. So are the lovely cleaners, and the ladies serving the food. All of them are just so caring and kind.		here. A good menu so, no, all very good.	
13	Fortescue Ward	Extremely Likely		Well looked after by all the staff.			
14	Fortescue Ward	Extremely Likely		Well looked after by all.			
15	Fortescue Ward	Extremely Likely		Well looked after.		Perhaps more activities within the ward.	
16	Fortescue Ward	Extremely Likely		Well treated in a happy ward. Nursing and all staff are very good.			
17	Fortescue Ward	Extremely Unlikely		Very poor attention / lack of attention from nurses.		More nurses on ward required.	
1	Glossop Ward	Extremely Likely		All doctors, nurses and support staff in A&E, the I.C.U. and Glossop Ward have been very professional, attentive and kind. They have saved my life again. God bless you all!		Some method of noise reduction to aid sleep such as ear plugs or similar I believe would prove helpful.	
2	Glossop Ward	Extremely Likely		All nurses & other staff have been extremely helpful and caring.			
3	Glossop Ward	Extremely Likely		All nurses & staff very good. Thank you all.			
4	Glossop Ward	Extremely Likely		All staff are friendly, polite & caring. They keep you up to date as much as possible.		There are a few members of staff (male & female) who wear too much perfume, body spray etc. not realising it affects patients breathing.	
5	Glossop Ward	Extremely Likely		Because the staff were always ready and helpful in any form.			
6	Glossop Ward	Extremely Likely		Everybody I've met has been attentive, nothing too much trouble, comforting & always around. So, makes you relax a		Sleep is not easy but unfortunately that can't be helped & that's not the staff's fault, that's circumstances.	

				little more. Couldn't thank any of the staff enough for their kindness & fun. x			
7	Glossop Ward	Extremely Likely		Everyone did the best job at all times.		More nursing staff day and night (they rushed off feet).	
8	Glossop Ward	Extremely Likely		Everyone has been so attentive with professional care and understanding. MAU staff were wonderful, doing their complete best to stabilise me and sending me to Glossop Ward. Just a big thank you through all grades of staff.		It would only be nitpicking - no.	
9	Glossop Ward	Extremely Likely		Fantastic care and very friendly. Thank you for looking after me.			
10	Glossop Ward	Extremely Likely		Friendly staff and go out of their way to help.			
11	Glossop Ward	Extremely Likely		Great stay, nice staff, [illegible] black widow came in.			
12	Glossop Ward	Extremely Likely		I came in really in distress and went home on the mend. Fantastic staff - professional from trolley dollies to doctors. Caring, wonderful staff. Treated me & everyone with great care & dignity.			
13	Glossop Ward	Extremely Likely		I have been amazed with the high standard of medical care since arriving. Seen such dedication and sensitivity I could not have had better care. Thank you.		No, you do very well. A few more pillows needed on the wards.	
14	Glossop Ward	Extremely Likely		I have been looked after extremely well, all the staff on the ward were helpful at all times. Nothing was too much trouble for any of them, well done all.			

15	Glossop Ward	Extremely Likely		I have had a few stays lately at N.D.D.H. and this has been the best so far. Every single member of staff has been kind, happy, attentive and above all professional - excellent!		Free TV channels of BBC1 & 2, ITV, CH4 & CH5. The food, which has improved, could still be better.	
16	Glossop Ward	Extremely Likely		I think Glossop Ward is the best ward in the whole hospital. All the staff look after you so well and they are all so nice. Such a friendly bunch.		No improvement needed. First class ward.	
17	Glossop Ward	Extremely Likely		I've had a great time here, no wonder I've had a good time!			
18	Glossop Ward	Extremely Likely		I've never been to a hospital (previous experiences in other parts of the country) with such warm, friendly & caring staff before. I'm 100% sure my rapid recovery is partly due to such kindness & help on this ward. Many thanks.			
19	Glossop Ward	Extremely Likely		Kind, caring and efficient staff always trying hard to please.			
20	Glossop Ward	Extremely Likely		My stay on Glossop Ward was made better by the attitude of the staff. Very helpful, good skill mix. I felt reassured by the medical team even when I was feeling very poorly.		More staff in pharmacy.	
21	Glossop Ward	Extremely Likely		Nursing care excellent, attention to detail and care given excellent. My stay here has been reassuring for any possible future need.			
22	Glossop Ward	Extremely Likely		Really great care.		Food to come hotter to ward.	
23	Glossop Ward	Extremely Likely		She has had good care.			

24	Glossop Ward	Extremely Likely		Staff are [illegible] friendly & helpful.			
25	Glossop Ward	Extremely Likely		Staff are friendly, respectful, non-judgemental and professional.			
26	Glossop Ward	Extremely Likely		The care and attention from the doctors & staff.		None.	
27	Glossop Ward	Extremely Likely		The care and attention has been exceptional. I am very grateful for the care that I have received.			
28	Glossop Ward	Extremely Likely		The staff are excellent - nothing is too much trouble - always ready to help.		Nothing to add at all.	
29	Glossop Ward	Extremely Likely		The staff here are so caring, nothing is a nuisance. They are warm, friendly, yet very professional. Worth their weight in gold.		Pay the staff more, their worth it.	
30	Glossop Ward	Extremely Likely		Very good in all ways.		No.	
31	Glossop Ward	Extremely Likely		Who would recommend a hospital stay! The staff are mostly amazing but the building maybe failing a little.			
32	Glossop Ward	Extremely Likely				Not happened this time but being moved to a different ward at silly times of night. Then no one knows what ward you have gone to.	
33	Glossop Ward	Extremely Likely		All the staff are so kind and caring. The side room I am in is kept clean and tidy but I do feel isolated at time, it gets boring - time goes so slowly. The medical staff have been brilliant. The food is disgusting I have not eaten much during my 11 day stay - I have been given Fortsip protein drinks.		The staff are so busy they sometimes forget to undertake / get what is requested.	

34	Glossop Ward	Extremely Likely		All the staff have been very caring, attentive and hard working. The food is ok but I don't have much of an appetite.		None.	
35	Glossop Ward	Extremely Likely		Brilliant. Clean at all times. It is always exceptional on this ward, and I do include all of the staff. Nothing is too much trouble to anyone.		Not really. This is a very busy ward and the professional staff cope extremely well under pressure not of their own making.	
36	Glossop Ward	Extremely Likely		Everyone is attentive and very friendly.		More nurses and HCAs.	
37	Glossop Ward	Extremely Likely		I have been well treated by everybody.		No. I am quite happy.	
38	Glossop Ward	Extremely Likely		I honestly think the care my wife is receiving is first class. The ward can be noisy due to other patients but I guess that there is not a lot you can do about that.		To be honest, we are both amazed at the speed and quality of care we have received from the moment we arrived at the hospital.	
39	Glossop Ward	Extremely Likely		Mostly the staff - all of them from porters to consultants are very professional, respectful, kind and caring at all times.		Arrived in A&E very frightened. The wonderful staff there soon calmed me, making me feel safe and in good hands. From there on, everything has progressed in a positive way. I shall be leaving the hospital in a better condition than I came in here.	
40	Glossop Ward	Extremely Likely		The attitude of the staff is brilliant.		All good.	
41	Glossop Ward	Extremely Likely		The staff are excellent and are frantically overworked, but still maintain excellent patient care.		More nurses and HCAs.	
42	Glossop Ward	Extremely Likely		The staff are excellent.			
43	Glossop Ward	Extremely Likely		The staff are smiling and helpful.		Some doctors have been off-hand and not very understanding.	
44	Glossop Ward	Extremely Likely		The staff are very pleasant. The podiatry service could be better.		The meals are good.	

45	Glossop Ward	Extremely Likely		The staff have been very attentive and friendly. The ward is kept clean by chatty staff. The food has been great - they specially made me a chicken salad yesterday which was fantastic.		None - I am very satisfied with the care.	
46	Glossop Ward	Extremely Likely		The staff have looked after me very well, I can't fault it. They helped me to shower, go to the toilet etc. They are friendly and caring they have just packed my bags for me. The food has been brilliant.		None.	
47	Glossop Ward	Extremely Likely		The staff look after you.		I don't know.	
48	Glossop Ward	Extremely Likely		The staff quickly respond to your call buzzer. They are always friendly and helpful. I am in a side room currently which I like. I have had only minimal food so far.		None.	
49	Glossop Ward	Extremely Likely		The staff respond quickly to the buzzer. I don't want for anything - they are quick to provide for me. I am currently in a side room which is kept clean. "I do not think much of the food, it leaves a lot to be desired".		No - everything appears to run smoothly. I would prefer proper / free TV's.	
50	Glossop Ward	Extremely Likely		There is nothing I can criticise - the staff are caring and friendly. The ward is kept clean. The food is mediocre but the service is good.		No - they do their best.	
51	Glossop Ward	Likely		All been perfect.		Everything's been good & very happy.	
52	Glossop Ward	Likely		All the nurses were very willing to help me when needed and they			

				all seemed very happy. The food was very good. I'll come again but not too soon. Thank you.			
53	Glossop Ward	Likely		All the staff have been very good, friendly and professional apart from one, but I will put that down to having a bad day.		During my stay (respiratory), the decorators came to paint the ward, the fumes were very strong and made me have another attack. I would suggest closing a ward when it needs decorating. I had to sit down in the main reception for 3 hours whilst they got me a room ready.	
54	Glossop Ward	Likely		Extremely clean, friendly professional staff.		Nothing I can think of.	
55	Glossop Ward	Likely		For kindness shown & care given to aid my recovery. Very well looked after. Thank you.			
56	Glossop Ward	Likely		Friendly, helpful, thoughtful, [illegible], hygienic. Nothing was too much bother for all staff.		N/A.	
57	Glossop Ward	Likely		I've had good treatment.		No.	
58	Glossop Ward	Likely		Most things have been good. Lots of noise from machines at night.		Noise at night.	
59	Glossop Ward	Likely		Noise levels at night.		Nil.	
60	Glossop Ward	Likely		Noisy & light overnight makes it hard to sleep. Staff to be more considerate of patients sleep.			
61	Glossop Ward	Likely		Not that you have a choice. But the staff on this ward during the week were great, weekend staff not so caring.		Hot drinks service was missed a couple of times. The older patients really miss this.	
62	Glossop Ward	Likely		Utter chaos when I arrived, since then a great improvement.			
63	Glossop Ward	Likely		Very kind staff.			
64	Glossop Ward	Likely		A very, very busy ward but the staff seem to give of their very		Not really. After all it is a hospital. As long as patients realise that, I	

				best at all times.		cannot see an issue at all. The place is spotlessly clean. The food provided is ok. I am thinking a lot though regarding the newspaper stories about pre-packed sandwiches.	
65	Glossop Ward	Don't Know					Do not publish
66	Glossop Ward	Not entered		I would say something if someone ask me but I wouldn't go out of my way to tell anyone.			
67	Glossop Ward	Not entered					
68	Glossop Ward	Not entered					
1	Intensive Care Unit	Extremely Likely		The staff, going from cleaners through to consultants, are an amazing team of professional people, all showing kindness and compassion at all times.		I honestly cannot think of anything. Everyone is just so kind. Very impressive care. May I, on behalf of my wife and myself, thank you all very much for the care shown and given.	
1	King George V Ward	Extremely Likely		Daytime care is very good.			
2	King George V Ward	Extremely Likely		Pleasant staff. Good communication. Kind & gentle.		No.	
3	King George V Ward	Extremely Likely		A quiet, helpful ward.			
4	King George V Ward	Extremely Likely		All the staff are so good.		Efforts to reduce noise (doors shutting and call bells ringing) at night are needed. I suffer from epilepsy and this can be induced by similar noises.	
5	King George V Ward	Extremely Likely		All the staff are very good.		The TV needs to be more reasonably priced.	
6	King George V Ward	Extremely Likely		All the staff have been efficient, friendly and helpful.		A bit more privacy for certain patients - curtains do not prevent other patients overhearing.	

7	King George V Ward	Extremely Likely		All the staff have been excellent. Nothing is too much trouble.		During the night in particular, the noise from the call bells should be reduced.	
8	King George V Ward	Extremely Likely		Cleanliness. The staff are very responsive.		The food is good but presentation could be better.	
9	King George V Ward	Extremely Likely		Everyone is so friendly and helpful. The nurses are wonderful.		Very satisfied.	
10	King George V Ward	Extremely Likely		Everyone is so kind, friendly and helpful.		Satisfied as it is.	
11	King George V Ward	Extremely Likely		Excellent staff.		No, satisfied as it is.	
12	King George V Ward	Extremely Likely		Friendly staff, very helpful.			
13	King George V Ward	Extremely Likely		Friendly, welcoming staff - very hardworking.			
14	King George V Ward	Extremely Likely		I have been looked after so well.		Doing a wonderful job as it is.	
15	King George V Ward	Extremely Likely		I have been well treated by friendly and dedicated staff.			
16	King George V Ward	Extremely Likely		Staff have been excellent.			
17	King George V Ward	Extremely Likely		The medical staff are a dedicated team. Sodexo are helpful and friendly.			
18	King George V Ward	Extremely Likely		The nurses are very attentive. The food is good. A clean ward.		I am satisfied as it is but the TV is a rip off.	
19	King George V Ward	Extremely Likely		The nursing staff are very good.		Communication between the doctor and patient could be improved.	
20	King George V Ward	Extremely Likely		The patient care is really good.		It has been exceptionally good on this ward.	
21	King George V Ward	Extremely Likely		The professionalism and efficiency of the staff.		I am very happy as it is. They have got it worked out.	
22	King George V Ward	Extremely Likely		The staff are all very caring.		It can be very busy in A&E which causes much frustration having to	

						wait.	
23	King George V Ward	Extremely Likely		The staff are friendly and helpful.			
24	King George V Ward	Extremely Likely		The staff are good. The ward is very clean.		No. Very good as it is.	
25	King George V Ward	Extremely Likely		The staff are nice. They do their very best.		The food is not bad but I prefer food to be brought in by my husband.	
26	King George V Ward	Extremely Likely		The staff are so good, nice atmosphere.		Communications should be improved generally.	
27	King George V Ward	Extremely Likely		The staff are very caring, understanding and alert to possible problems.			
28	King George V Ward	Extremely Likely		The staff have been very good.			
29	King George V Ward	Extremely Likely		The staff have been very professional.			
30	King George V Ward	Extremely Likely		The staff, without fail, have been very polite and attentive.		I am very satisfied the way it is.	
31	King George V Ward	Extremely Likely		The ward is clean and the staff friendly.		Satisfied as it is.	
32	King George V Ward	Extremely Likely		The ward is clean, friendly and efficient.		No, satisfied as it is.	
33	King George V Ward	Extremely Likely		The ward is pleasant and clean.		Satisfied as it is.	
34	King George V Ward	Extremely Likely		The ward is quiet and the staff are excellent.			
35	King George V Ward	Extremely Likely		Very friendly staff kind and helpful. The ward is clean. Nothing is too much trouble.		No, very satisfied as it is.	
36	King George V Ward	Extremely Likely		Well looked after. Clean ward.			
37	King George V Ward	Likely		Most nurses were very helpful, especially [name withheld], she was very on the ball. Receptionist [name withheld] was very		Make sure that trainee nurses give advice & information when discharged i.e. care, medication. Make sure handovers to the next	

				supportive. HCA [name withheld] was really happy & friendly.		team is thorough as some nurses were unsure of meds.	
38	King George V Ward	Likely		The ward is spacious and clean.		I am content as it is.	
39	King George V Ward	Neither Likely nor Unlikely		The fitting of a colostomy bag caused me a lot of pain.		More money needed.	
40	King George V Ward	Not entered		Too early to say.		It is too early to comment but the staff do work very hard.	
1	Lundy Ward	Extremely Likely		2nd to none service as always from all staff. Thank you. [Name withheld]			
2	Lundy Ward	Extremely Likely		All the nurses and doctors are really caring and lovely.		No.	
3	Lundy Ward	Extremely Likely		All the staff are lovely - nothing is too much trouble. Always kept clean & tidy.			
4	Lundy Ward	Extremely Likely		All the staff have been very helpful, caring and friendly.			
5	Lundy Ward	Extremely Likely		All the staff seem happy in their work and in relationships with each other and patients, which is lovely, HCAs always willing to help in any way possible. Thank you [names withheld].		More information on results and expected discharge.	
6	Lundy Ward	Extremely Likely		Could not have been better treated.		No very good.	
7	Lundy Ward	Extremely Likely					Do not publish
8	Lundy Ward	Extremely Likely		Everyone has been so nice and attentive. They do their jobs with kindness and diligence.			
9	Lundy Ward	Extremely Likely		Everyone very kind.		Turn the heating off, well fix the heater anyway, it is on all the time.	
10	Lundy Ward	Extremely Likely		Excellent, attentive treatment from all members of staff. All very helpful and nothing was too			

				much trouble. I have received excellent care and attention. Well done NHS. 10/10.			
11	Lundy Ward	Extremely Likely					Do not publish
12	Lundy Ward	Extremely Likely		For the care, understanding and for their patience with me while I was there. Big thank you all.		Maybe an option of having a cup of tea earlier than 8.30am when you wake at 6am.	
13	Lundy Ward	Extremely Likely		Friendly and caring staff, very professional.			
14	Lundy Ward	Extremely Likely		Friendly, dedicated staff - 10. Nothing is too much trouble - 10. Complete confidence in their care - 10. I will most certainly come again.			
15	Lundy Ward	Extremely Likely		Great and friendly staff, very helpful and kept me well informed. Thanks to all.			
16	Lundy Ward	Extremely Likely		I can't say enough good things about the nursing staff, superb. Food excellent & hot. [Name withheld].		Can't improve on the best. [Name withheld].	
17	Lundy Ward	Extremely Likely		If someone has to be in hospital, Lundy Ward is very efficient, warm and friendly. Staff are excellent.			
18	Lundy Ward	Extremely Likely		Kind staff & helpful in my questions about what was happening.			
19	Lundy Ward	Extremely Likely		Lundy Ward and King George 5th Ward are very good, but at this time of writing let down by the pharmacy that doesn't seem to be able to cope.		A central pharmacy dealing with the bulk of drugs, delivered to the hospitals from outside. Freeing up the hospital pharmacy for what it can cope with.	
20	Lundy Ward	Extremely Likely		Professional, kind and considerate care.		No.	

21	Lundy Ward	Extremely Likely		Staff were amazing, very helpful & made me feel safe and cared for!			
22	Lundy Ward	Extremely Likely		The staff are very helpful.			
23	Lundy Ward	Extremely Likely		The staff were friendly and professional and I was able to get anything I needed quickly. There is a warm atmosphere on this ward.		No.	
24	Lundy Ward	Extremely Likely		This has been the most friendliest ward I've stayed on. The nurses are great, friendly & welcoming. It's quiet & I felt really comfortable.		For Drs to communicate more with nurses so patients know what's going on more.	
25	Lundy Ward	Extremely Likely		This is my second visit to this ward - very caring and attentive. And the staff should be proud of this.			
26	Lundy Ward	Extremely Likely		Very attentive courteous and I never had to repeat my story or history once. Felt a very personal service!!			
27	Lundy Ward	Extremely Likely		Very cheerful. Ward clean.			
28	Lundy Ward	Extremely Likely		Very friendly staff.			
29	Lundy Ward	Extremely Likely		Well looked after with friendly staff.			
30	Lundy Ward	Extremely Likely					
31	Lundy Ward	Extremely Likely		Absolute magic this place - we could not have a better hospital.		You would have a hard job to improve on this place.	
32	Lundy Ward	Extremely Likely		All good.		To have had the investigations done promptly during my first admission which would have saved a further admission.	

33	Lundy Ward	Extremely Likely		All the staff are very friendly.		Happy as it is.	
34	Lundy Ward	Extremely Likely		All the staff have been excellent, whether Sodexo staff, nursing or medical staff. I am currently in a side room. The cleanliness is brilliant. I have not had a lot to eat to date but what I have had has been satisfactory.		No. I can't think of anything.	
35	Lundy Ward	Extremely Likely		All the staff have been very professional and have explained the care I have been given. They are all friendly and sympathetic. I am currently in a side room. The ward is kept clean.		No. It has been great.	
36	Lundy Ward	Extremely Likely		Brilliant. The cleaners, dinner ladies, nurses, doctors and consultants, every one of you are doing a first class, totally professional job. Absolutely nothing is too much trouble for any of the staff in the way they care for us as patients.		My only concern for our NHS is the 111 number that we are asked to ring and not bother more emergency people. Well, I will tell you, I lay in agony for over 3 hours waiting for a doctor to ring me back. In the end, I was so poorly, vomiting and in so much pain I had to ring for an ambulance. From then on, my care has been wonderful but I am sorry, I have no confidence in ringing that 111 number. May I add how lovely it is to sit here in the corner of the ward, witnessing the fabulous care given to more needy patients on the ward. Thank you to you all.	
37	Lundy Ward	Extremely Likely		Brilliant. Wonderful. Amazing. Do I need to say anymore? The staff on Lundy are just all so caring, considerate and professional.		In my opinion, you would find it extremely difficult to improve the care you already give. Keep it up.	
38	Lundy Ward	Extremely		Excellent consultant and staff, I		I can, truthfully, say no. From the	

		Likely		feel very safe.		moment after my diagnosis, the hospital has been 100% professional in their care. I had my operation yesterday and now on the road of recovery.	
39	Lundy Ward	Extremely Likely		I just cannot fault one single thing of my whole experience, from arrival through to departure today. 100% professional care.		Not to my mind. Everything seems more than thought through for patient care.	
40	Lundy Ward	Extremely Likely		It is a clean ward and the staff are friendly and helpful.			
41	Lundy Ward	Extremely Likely		It is good to have your own room.		The food could be improved - maybe a delivery service from external restaurants.	
42	Lundy Ward	Extremely Likely		Just no problems. All the staff are just so kind and helpful.		Cannot understand how anyone can find fault. Nothing to do with my care, but I am so pleased that at last something is being done about the car parking.	
43	Lundy Ward	Extremely Likely		Ten out of ten for care and service.		All good.	
44	Lundy Ward	Extremely Likely		The care has been amazing. They have been very good, you can't fault the care. The nurses give you time - they go over and above, nothing is ever too much trouble for them. The food is disgusting - it is bland and tasteless. The cleanliness is very good - of a high standard.		The noise level can be disturbing, especially at night. Machines can be noisy. Staff should be more aware of conversations and disturbing patients.	
45	Lundy Ward	Extremely Likely		The care has been constantly good throughout. The staff have been consistently caring and explain everything. They are very friendly. I have a separate room.		None.	
46	Lundy Ward	Extremely Likely		The care is excellent - more focused now on patient care than		The staff are putting me first. I cannot praise them enough.	

				they were a few years ago.			
47	Lundy Ward	Extremely Likely		The nursing staff are all very attentive, you never have to ask more than once for something to be done/help. They show interest in you as an individual/person. I don't rate the food very much although I have little appetite at present.		None.	
48	Lundy Ward	Extremely Likely		The quality of the care is so good.		It is so good as it is.	
49	Lundy Ward	Extremely Likely		The staff appear to know in advance what you require, preempting my requests. The ward is very clean and comfortable except for the bed which you tend to slide forward in when the back is raised. The food appears ok but I have not felt like eating much due to my condition.		None.	
50	Lundy Ward	Extremely Likely		The staff are lovely.		No, not at present.	
51	Lundy Ward	Extremely Likely		The staff are on the ball.		The staff reassured me and kept my dignity as far as possible. Excellent staff	
52	Lundy Ward	Extremely Likely		The staff are very friendly and helpful.		Happy as it is.	
53	Lundy Ward	Extremely Likely		The staff are wonderful and very caring.		Very satisfied the way it is.	
54	Lundy Ward	Extremely Likely		The staff work well as a team.		Happy as it is.	
55	Lundy Ward	Extremely Likely		The total quality of all the care shown.		Difficult to answer, apart from the food that is. Yes, I am a fussy eater but I have not really enjoyed any of the food I have ordered, even the	

						sandwiches seem to taste nothing like what is stated. It would be a good idea to put pickle etc. in a separate sachet. Plus, why pickle or mustard on everything? I just like a plain sandwich.	
56	Lundy Ward	Extremely Likely		They treat you by talking to you using your first name and are very helpful in all aspects.		None.	
57	Lundy Ward	Likely		Because all staff give patients good care. They are friendly & fun.		No.	
58	Lundy Ward	Likely		Staff are kind, friendly and helpful.			
59	Lundy Ward	Likely		Staff are very friendly. Clean & tidy.			
60	Lundy Ward	Likely					
61	Lundy Ward	Likely		The nursing staff are helpful. They listen, particularly the stoma nurses. The side room is kept clean and has private facilities - shower/toilet. The current menu does not cater for patients with a stoma so I can only have a soft/liquid diet.		None.	
62	Lundy Ward	Likely		This ward has a great team from cleaners to staff nurses. I find the two male consultants arrogant and pompous. They failed to acknowledge me as a person - with eye contact or bedside manner. The food is gorgeous, 10/10, scrummy. The nurses are lovely, caring and friendly.		A better attitude from consultants, not just to patients but to the team they are leading.	
63	Lundy Ward	Neither Likely nor Unlikely		Food is not very good & cold before you can even eat it. However, HCA arranged for snack			

				box each day which is much better.			
1	Staples Ward (Stroke Unit)	Extremely Likely		Efficient, kind & helpful.			
2	Staples Ward (Stroke Unit)	Extremely Likely		I cannot praise the staff at the Stroke Unit enough for the care & attention I received at all times - day & night. The whole time I was there someone was on hand to help me with everything. Drs [names withheld] were so caring & helpful & each & every one of the staff were outstanding with the care. The ward is so busy but every request is seen to promptly & they are all so lovely I was sorry to leave them all but grateful for their contribution in helping me get through it. Thank you all so much. [Name withheld].		No suggestions - everything was perfect from when I arrived at A&E & my stay in the Stroke Ward. I cannot praise you all enough.	
3	Staples Ward (Stroke Unit)	Extremely Likely		The main important factor that must be made is the wonderful staff who work in this fantastic hospital. It should be recognised that virtually all staff are truly dedicated and carry out duties and jobs that prove that they enjoy their work. This first class hospital should be proposed for a national award. It should be made public how good it is. I would be honoured to give my accurate report on how this wonderful hospital qualifies. My lady wife has received first class treatment, thank you. [Name withheld], husband.			

4	Staples Ward (Stroke Unit)	Extremely Likely		We have never been to a hospital where we have been looked after so amazingly. The staff have made our terrible time much more bearable and looked after us all just perfectly. My lovely father / husband has been treated with the upmost respect and was so happy he could spend his last days here. Thank you all. [Name withheld].		Please just stay how you are. xx	
5	Staples Ward (Stroke Unit)	Extremely Likely		Wonderful treatment & support from members of staff. Excellent menu!			
6	Staples Ward (Stroke Unit)	Extremely Likely		A high level of care is given at all times. Very compassionate and professional staff.		Apart from under-staffing at times, I cannot think of anything. I find the ward extremely clean, the food is more than acceptable, and, in saying that, the Sodexo staff are just so friendly and kind, always a smile and a kind word from them. Nursing staff and doctors etc. are also of the highest quality.	
7	Staples Ward (Stroke Unit)	Extremely Likely		Absolutely fantastic staff, nothing is any trouble to any of the staff here 24 hours a day. Just so kind and professional. I just cannot praise the doctors and staff enough.		Perhaps a day room so we could all meet and watch TV together and have a chat. It would be nice to leave the bedside. I heard another lady mention the luncheon club. Yes, I agree, very good.	
8	Staples Ward (Stroke Unit)	Extremely Likely		After being on the ward for 6 weeks, I really do appreciate the care that has been given to me all of this time.		I can honestly say no for the patient, but you could help the staff by getting more nurses. I find it amazing to witness these young nurses, the way in which they care for vulnerable patients.	
9	Staples Ward (Stroke Unit)	Extremely Likely		After over two weeks of care, my high regard for the ward remains		After a lengthy stay on the ward, I am a little concerned about	

				the same. Highest quality of care at all times.		arranging my weekend care. Apparently I have to arrange this myself as I get pre-payment for my care. The sooner I can sort that the sooner I can go home. (Note: the volunteer informed the ward manager)	
10	Staples Ward (Stroke Unit)	Extremely Likely					Do not publish
11	Staples Ward (Stroke Unit)	Extremely Likely		Friendly and caring staff.		Suggest ways to stop the boredom.	
12	Staples Ward (Stroke Unit)	Extremely Likely		I would always recommend this ward to anyone. I feel very safe here which I feel is very important.		No, it is so nice to have staff that listen to you. Very clean. The food is more than acceptable.	
13	Staples Ward (Stroke Unit)	Extremely Likely		The care is 1st class, the ward is always spotlessly clean. The Sodexo people do a fantastic job. I do not like the food at all - I find it it bland and tasteless but that could just be me.		Only more staff - the nurses are run off their feet, but always a very pleasant attitude.	
14	Staples Ward (Stroke Unit)	Extremely Likely		The care is first class. The ward is always spotlessly clean - the Sodexo people do a fantastic job. I do not like the food at all - I find it is bland and tasteless but that could just be me.		Only more staff. The nurses are run off their feet, but always a very pleasant attitude.	
15	Staples Ward (Stroke Unit)	Extremely Likely		The friendliness of the staff and the obvious care they have for everyone.		Only to have got my fluids and painkillers to me sooner. I was told 'nil by mouth' at approximately midday, and did not get my fluids via drip until approximately 12.45am the following day. Going all this time without fluids was not funny. I therefore had to take on board a couple of glasses of water.	
16	Staples Ward	Extremely		The kindness shown, plus their		Nothing I can think of. Cleanliness	

	(Stroke Unit)	Likely		willingness to help at all times.		is very good. A varied and acceptable menu. It's nice to have a window bed.	
17	Staples Ward (Stroke Unit)	Extremely Likely		The nursing staff are just amazing, 100% satisfaction from me.		Nothing that comes to mind, I obviously wish I did not have to be in here, but I must say the care is excellent.	
18	Staples Ward (Stroke Unit)	Extremely Likely		The quality of my care I guess. Everyone is just so genuinely kind and caring. Nothing is too much trouble for them, even when they are just oh so busy.		Very difficult to think of anything, so clean as well. The food is fine. I guess the old system of hard boiled eggs would make change at breakfast time.	
19	Staples Ward (Stroke Unit)	Extremely Likely		The staff are attentive and friendly.		The patient's bed alarm next to me keeps going off without any reason. This has been reported, please get it rectified.	
20	Staples Ward (Stroke Unit)	Extremely Likely		The staff are friendly and helpful			
21	Staples Ward (Stroke Unit)	Extremely Likely		The staff are special, working on a very specialist ward. Such lovely kind people. Good food as well. I would like to say how much I do enjoy the luncheon club on the ward.		No hassle, no anxiety at all, press the button and the staff are with you just as quickly as they possibly can. You could not wish for any better care. The young students are great as well.	
22	Staples Ward (Stroke Unit)	Extremely Likely		The standard of care has been of the very highest quality.		Not really.	
23	Staples Ward (Stroke Unit)	Extremely Likely		This is not my first time on this ward. I have always had the highest regard for the staff, they are all amazing.		Nothing I can think of at the moment.	
24	Staples Ward (Stroke Unit)	Extremely Likely		Wonderful staff, always very anxious to help at all times. The doctor and his team are all doing a first class job. From porters to consultants, all giving of their very best.		No, all very good. I have a bladder problem and the staff are very good in quickly getting to me for help that I need. I cannot fault anything.	

1	Tarka Ward	Extremely Likely		All of the nurses & specialist staff have given great attention to my needs after my knee replacement op. No request of mine for aid has gone without their great attention to detail.		None.	
2	Tarka Ward	Extremely Likely		All the staff are extremely attentive. Nothing is too much bother for them to do. Apart from the pain, it has been like a holiday, the surgeons & physio are wonderful. If you had to go to hospital I would recommend NDH.			
3	Tarka Ward	Extremely Likely		All the staff have been very helpful, friendly & nothing has been too much trouble! I am extremely grateful for their many skills willingly given!		Pay them more - they work extremely diligently with a smile!	
4	Tarka Ward	Extremely Likely		All the staff members were efficient and extremely friendly. On the downside no one explained about the patient line and only saw the Sodexo trolley one day out of five.			
5	Tarka Ward	Extremely Likely		All the staff were very helpful and kind. I'm sure I caused a few problems but everyone was very understanding. Thank you.			
6	Tarka Ward	Extremely Likely		Always very pleasant and helpful. Explain things clearly.			
7	Tarka Ward	Extremely Likely		Because of the friendly staff and nothing is too much trouble. The friendly faces make you feel better.			
8	Tarka Ward	Extremely Likely		Because staff so nice helpful and understanding.		No concerns.	

9	Tarka Ward	Extremely Likely					Do not publish
10	Tarka Ward	Extremely Likely		Clean. Friendly staff answered all my queries.		None.	
11	Tarka Ward	Extremely Likely		Everyone has been kind & courteous and I felt spoilt rotten! The food wasn't bad either!			
12	Tarka Ward	Extremely Likely		Everyone is so helpful and obliging. Nothing is too much trouble.		No.	
13	Tarka Ward	Extremely Likely		Everyone very kind & helpful, food good & wards very clean.			
14	Tarka Ward	Extremely Likely		Excellent care from consultant to the ward. Thank you.			
15	Tarka Ward	Extremely Likely		Extremely likely.			
16	Tarka Ward	Extremely Likely		Food 5*. Accommodation 5*. Nursing 6*. The hospitality received was above all expectations, best ever received. You looked after a grumpy old farmer so well. Sincerest thanks for all you work. [Name withheld].			
17	Tarka Ward	Extremely Likely		For all the care and kindness during my stay.			
18	Tarka Ward	Extremely Likely		Friendly staff, willing to help.			
19	Tarka Ward	Extremely Likely		Great ward. Lovely, kind staff.			
20	Tarka Ward	Extremely Likely		Not only for the excellent care you receive but for the lovely cheerful staff which makes such a difference when you are in pain.			
21	Tarka Ward	Extremely Likely		So friendly and helpful.			

22	Tarka Ward	Extremely Likely		Staff & doctors very helpful & friendly.			
23	Tarka Ward	Extremely Likely		Staff have been amazing - very attentive & friendly, nothing too much bother. Ward / room & all facilities spotless.			
24	Tarka Ward	Extremely Likely		Staff were super (helpful, friendly and efficient) and I mean all staff.		Sodexo trolley was missing - never came.	
25	Tarka Ward	Extremely Likely		The care given is outstanding & very caring. Nothing too much trouble. Ward spotless!			
26	Tarka Ward	Extremely Likely		The care which I have received throughout my treatment at N.D.D.H. has been exemplary. Also, the kindness and consideration which has been shown to me by all the staff on Tarka Ward has been quite exceptional. My sincere thanks to all concerned.		No, the service has been excellent.	
27	Tarka Ward	Extremely Likely		The staff are all lovely and have been most friendly.		More substantial pillows.	
28	Tarka Ward	Extremely Likely		They are so caring and friendly, lovely sense of humour. Look after you so well.		Perhaps more staff.	
29	Tarka Ward	Extremely Likely		Very friendly & professional staff.			
30	Tarka Ward	Extremely Likely		Very friendly staff. Excellent care. A feeling of being 'home' as everything is provided, even socks. On the Tuesday, very sad that the nurse was quite dour and didn't offer a cup of hot tea to him - he had been without food or drink for 12 hours & was old. The night staff came & were amazing. Thank you from us both.		It was amazing!!	

31	Tarka Ward	Extremely Likely		Very good staff. I was treated respectfully & kindly. The quality of care was very good and I was impressed with the hard work and dedication shown from all levels of staff. Much more information now shared in an understandable format. I found the guide book for hip replacement very helpful.		Waiting for pharmacy can be a long time and can delay going home.	
32	Tarka Ward	Extremely Likely		Wonderful, caring staff, very comfortable bed and good food with plenty of choice. Can't fault my care in any way.		Service has been first rate. Only comment would be if you could pay for TV access per day.	
33	Tarka Ward	Extremely Likely					
34	Tarka Ward	Extremely Likely					
35	Tarka Ward	Extremely Likely					
36	Tarka Ward	Extremely Likely					
37	Tarka Ward	Extremely Likely		Absolutely tops, just wonderful staff, 100% of them. Housekeeping are amazing, always a kind word and a smile.		Nothing I can think of. Perfect is a huge word to use but this ward surely comes close to it. The physio is very good - has a lot of time for us and makes sure we do things in a correct manner.	
38	Tarka Ward	Extremely Likely		All the staff have been very good, helpful - will do things right away when asked for something. They are very pleasant. I am in a side room with my own facilities. Everything has been fine.		None.	
39	Tarka Ward	Extremely Likely		Everyone has been so friendly and professional. I have been treated as an individual.			

40	Tarka Ward	Extremely Likely		Great, first class care and treatment. From being put on the waiting list to surgery was only 3 months, very impressed.		No. It has all has been very good, thank you.	
41	Tarka Ward	Extremely Likely		I have been well looked after by excellent staff.		The pillows are rather thin.	
42	Tarka Ward	Extremely Likely		I honestly cannot rate the staff on Tarka highly enough, all very kind and keep your spirits up.		Nothing. Both my family and I feel that the quality of care, compassion and general care has been way above expectations, and I thank you all for that. Such a calm ward to be on.	
43	Tarka Ward	Extremely Likely		Most of the staff are very friendly and helpful. Very attentive. The bay is clean. I have yet to have a main meal, only toast for breakfast.		None at present.	
44	Tarka Ward	Extremely Likely		Right at the top of the tree. Nothing but excellent service, so professional.		The physio has been great, good banter along with very sound professional advice.	
45	Tarka Ward	Extremely Likely		The staff are very attentive, friendly and welcoming.			
46	Tarka Ward	Extremely Likely		The staff have been very helpful and friendly.			
47	Tarka Ward	Likely		All staff extremely helpful & pleasant at all times of day & night.		From admission to after recovery 07:30 - 18:30 nothing to drink from 6hrs prior to admission to next available food. In my case, was 20:00 on 14th to 08:00 on 16th June. The need for a pharmacist after 1pm is paramount on a Sunday.	
48	Tarka Ward	Likely		All the staff are very caring, there are not many of them but they are brilliant. The ward is clean.		None at present.	
49	Tarka Ward	Likely		It has been excellent. There is always someone to do something		More staff.	

				for me. They provided sandwiches, yoghurt and tea after returning from my operation. All the staff are excellent.			
50	Tarka Ward	Not entered					Do not publish
1	Victoria Ward	Extremely Likely		Care excellent. Very efficient & friendly staff. Ward cleanliness excellent.		To sort out the shower room so that it doesn't flood.	
2	Victoria Ward	Extremely Likely		Everybody has been extremely marvellous. Thank you for being so patient and kind. Thank you - you have been brilliant.			
3	Victoria Ward	Extremely Likely		I have been treated with the respect and dignity. Plus if I wanted help or information it was given quickly. Well done all.			
4	Victoria Ward	Extremely Likely		I have had the best attention at all times.			
5	Victoria Ward	Extremely Likely		Pleasant, helpful & friendly staff. Comfortable.			
6	Victoria Ward	Extremely Likely		The staff are all really caring and kind.			
7	Victoria Ward	Extremely Likely		The staff, without exception, have all been extremely helpful, kind & patient.		An early morning cup of tea!	
8	Victoria Ward	Extremely Likely		Very nice people. Clean, quiet and peaceful environment.			
9	Victoria Ward	Extremely Likely		All the staff are dedicated.			
10	Victoria Ward	Extremely Likely		All the staff are efficient and understanding.		The shower room in Bay 3 needs looking at - continual water flooding into bay after showering, only being prevented by patients' towels.	

11	Victoria Ward	Extremely Likely		Attentive staff.		The outpatient administration here is rubbish. It fails. Too long waiting for appointments and then they still get it wrong. I have had an appointment letter arrive the day after the appointment and another one never received. Even when in the hospital the staff are unable to check appointments.	
12	Victoria Ward	Extremely Likely		Been treated exceptionally well by all.			
13	Victoria Ward	Extremely Likely		Everything is comfortable. I am very content.		The curtain in the shower room is too short in Bay 4 - water leaks out into the bay.	
14	Victoria Ward	Extremely Likely		Friendly, efficient and effective.		The bay is too warm.	
15	Victoria Ward	Extremely Likely		I am happy with my treatment.		The water force from the shower is too powerful. Because the shower curtain is too short, the water flows across the entire room. This is a safety hazard. To try and prevent it flowing into the bay a towel is permanently installed behind the door (Bay 4).	
16	Victoria Ward	Extremely Likely		I have been well looked after by all the staff.			
17	Victoria Ward	Extremely Likely		I have no fault with anything - all the staff are amazing		The food needs improving - the stew yesterday was like slop and sandwiches in the evening when I have hot food at home. The meals here are worse than school dinners. They need to hurry up getting patients transferred. I have been waiting to go to Plymouth for over a week, some patients I know have been waiting a lot longer.	
18	Victoria Ward	Extremely		No problems - you ask someone		All good. I have no complaints.	

		Likely		to do something and they help you.			
19	Victoria Ward	Extremely Likely		Nothing is too much trouble for anyone.			
20	Victoria Ward	Extremely Likely		Spacious, clean, well-attended by staff, a peaceful bay.		More awareness in respect of gluten-free patients - given a choice on the menu but don't always receive the item requested.	
21	Victoria Ward	Extremely Likely		Staff are kind & considerate.			
22	Victoria Ward	Extremely Likely		The care has been very good.			
23	Victoria Ward	Extremely Likely		The care is very good.		The service can be a bit slow when you ring the bell.	
24	Victoria Ward	Extremely Likely		The service and friendliness of the staff.			
25	Victoria Ward	Extremely Likely		The staff - they are good.		I think the staff do their best. The waiting to go to Exeter is frustrating.	
26	Victoria Ward	Extremely Likely		The staff are excellent.			
27	Victoria Ward	Extremely Likely		The staff are helpful, understanding and friendly.			
28	Victoria Ward	Extremely Likely		The staff are very helpful and pleasant.		More doctors and nurses needed.	
29	Victoria Ward	Extremely Likely		The staff have been very helpful.			
30	Victoria Ward	Extremely Likely		The team are very welcoming and dedicated.			
31	Victoria Ward	Extremely Likely		Well looked after by all the staff.			
32	Victoria Ward	Extremely Likely		Well looked after.		The TV is too expensive.	
33	Victoria Ward	Extremely Likely		Well looked after.			
34	Victoria Ward	Extremely		Well treated by all the staff.			

		Likely					
35	Victoria Ward	Extremely Likely		Wonderful staff.		Good at making a diagnosis, poor at following it up. I have waited eight weeks to be transferred to another hospital. This system of transfer needs improving.	
36	Victoria Ward	Likely					Do not publish