

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - May-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		Many thanks for all the wonderful care you have given my husband during his recent admission to Alex this week. This has been a far more positive experience than his previous admission on another ward last year. Also, thank you A&E.		No, the service has been excellent.	
2	Alexandra Ward	Extremely Likely		All staff are very friendly and helpful.			
3	Alexandra Ward	Extremely Likely		All the staff are friendly, helpful and have given me plenty of time to explain.			
4	Alexandra Ward	Extremely Likely		All ward staff have been very good to me. They are very hardworking, but still have time to chat if needed.		The uniforms are very confusing. I'm not sure who are nurses and what position they hold.	
5	Alexandra Ward	Extremely Likely		Busy staff - always enquiring about how I am as a patient.			
6	Alexandra Ward	Extremely Likely		Everyone is very friendly, helpful and understanding. They go out			

				of their way to put you at ease.			
7	Alexandra Ward	Extremely Likely		I find the staff are welcoming, friendly and helpful. Nothing is too much trouble for them.		Food - jacket potato was small and solid, uneatable.	
8	Alexandra Ward	Extremely Likely					Do not publish
9	Alexandra Ward	Extremely Likely		Staff are very friendly. The ward is clean.			
10	Alexandra Ward	Extremely Likely		The care and attention has been excellent.			
11	Alexandra Ward	Extremely Likely		The staff are friendly, helpful and welcoming.		More staff in general - nurses, HCAs and domestics.	
12	Alexandra Ward	Extremely Likely		The staff are very caring, helpful & friendly.			
13	Alexandra Ward	Extremely Likely		The staff are very friendly and helpful.			
14	Alexandra Ward	Extremely Likely		The staff are very friendly. Nothing is too much trouble. The ward is clean.		None of the TVs in the bay are working - this was reported approximately 1 week ago.	
15	Alexandra Ward	Extremely Likely		The staff are very kind, good and dedicated.			
16	Alexandra Ward	Extremely Likely		The staff are very warm and welcoming, very hardworking.			
17	Alexandra Ward	Extremely Likely		The staff have always helped me.			
18	Alexandra Ward	Extremely Likely		The staff have been excellent.			
19	Alexandra Ward	Extremely Likely		The staff have been helpful.			
20	Alexandra Ward	Extremely Likely		The staff have been wonderful, friendly and helpful.			
21	Alexandra Ward	Extremely Likely		The staff in the ward have been very good and helpful.			
22	Alexandra Ward	Extremely Likely		Very efficient and welcoming.			
23	Alexandra	Extremely					Do not publish

	Ward	Likely					
24	Alexandra Ward	Extremely Likely					Do not publish
25	Alexandra Ward	Extremely Likely		Well looked after by dedicated staff.			
26	Alexandra Ward	Likely		Medical care, although it seems to be a little slow in finding my problem (2weeks). Trying to sleep at night is a nightmare, with TV screens flashing all the time. Overall, I find the food very bland and tasteless - shame really. Very clean, though.		Not really, only what I said earlier about the TV nuisance.	
27	Alexandra Ward	Likely		The treatment received from the staff at night is completely different from the day staff. I find that the day staff are more friendly and first class.			
1	Capener Ward	Extremely Likely		All the staff are on the ball. I know they are working hard to make me well. Brilliant and responsive.		Yes, to accept the truth. That the NHS is good.	
2	Capener Ward	Extremely Likely		Because I was looked after so well.			
3	Capener Ward	Extremely Likely		My dad has been given really good care in Capener Ward. He's comfortable & all staff are helpful & lovely.		N/A.	
4	Capener Ward	Extremely Likely		Nobody could do anymore.		None.	
5	Capener Ward	Extremely Likely		Service has been excellent. I would recommend this ward to the Queen."		The waiting time to go home from discharge with doctors has been a long time waiting for medication.	
6	Capener Ward	Extremely Likely		Staff made my experience pleasant, were very friendly and caring and helpful with any		My only real complaint is that they used melamine cups that stained, were not cleaned properly, not	

				question I had concerning my care.		very nice to drink out of.	
7	Capener Ward	Extremely Likely		A well-organised and nice-sized ward.		Improve the tea and water quality.	
8	Capener Ward	Extremely Likely		All the staff have been friendly and helpful.			
9	Capener Ward	Extremely Likely		Always clean and tidy. The staff are all friendly.		It is very good as it is.	
10	Capener Ward	Extremely Likely		Everyone has been polite and helpful to me.			
11	Capener Ward	Extremely Likely		I have been well looked after by all the staff.			
12	Capener Ward	Extremely Likely		Staff response has been excellent - they are friendly and understanding.			
13	Capener Ward	Extremely Likely		The service is ten out of ten. Pleasant and efficient staff. My consultant is fantastic - the best.		All good. The staff do as well as can be expected.	
14	Capener Ward	Extremely Likely		The staff are very caring and understanding.			
15	Capener Ward	Extremely Likely		The staff are very good.		Doctors and nurses should talk to you and not over you to each other.	
16	Capener Ward	Extremely Likely		The staff have been very good.			
17	Capener Ward	Extremely Likely		The staff pay attention to what you say.		All absolutely all right.	
18	Capener Ward	Extremely Likely		This ward is quieter than most.		No, very satisfied as it is.	
19	Capener Ward	Extremely Likely		Well looked after.			
20	Capener Ward	Likely		Doctor [name withheld] was wonderful and I thank him for staying until I got to the hospital. The nursing & care staff could not have done more to make him		Better commu.	

				comfortable.			
21	Capener Ward	Likely					Do not publish
22	Capener Ward	Likely		Nothing was too much trouble by all the staff, especially when dealing with difficult patients. Attention to cleanliness was paramount.		Patients hand cleanliness should be checked before they eat sandwiches etc.	
23	Capener Ward	Likely		The staff are attentive and do not keep you waiting. The night staff are also very good.		I have been quite happy whilst I have been in here. The doctor yesterday spent 20 minutes with my wife and I explaining everything so well.	
24	Capener Ward	Likely		The staff are great but the other patients can be noisy and cry at night.		I have not seen my consultant enough to discuss my treatment.	
25	Capener Ward	Likely		The staff are there for you every moment.		I would like more information about what has happened to me and what is going to happen next.	
26	Capener Ward	Neither Likely nor Unlikely		Some staff very helpful but others turn away when asked for help. The older ones are more helpful and experienced.			
27	Capener Ward	Neither Likely nor Unlikely		I would have fully recommended this ward until today but, having been told I can go home, I have no support package in place and live alone.			
1	Caroline Thorpe Ward	Extremely Likely		All really good care from the moment we arrived. The staff have listened to our daughter's problem. Medication is all given on time. Plus, looked after me as the parent, as well.		Nothing really. We arrived in A&E, seen quickly by the doctors and medical staff. Then, quite a long wait until a decision was made regarding staying at the hospital as an inpatient. Everything has been done that could have been done - just awaiting the doctor's decision regarding the next move.	

2	Caroline Thorpe Ward	Extremely Likely		All the staff are very caring and patient with the children. Nothing is too much trouble in the way they go about their work.		Caroline Thorpe Ward has been amazing with the care shown. In A&E yesterday, I (mum) was not offered a drink of any description during our six hour wait to come to the ward.	
3	Caroline Thorpe Ward	Extremely Likely		Extremely kind and caring staff, giving very professional care at all times. Always there when needed.		We feel Caroline Thorpe Ward is doing a fantastic job, very busy people. A bit surprised at our daughter being kept on MAU for so long yesterday - approximately 7 hours. We honestly did not feel enough privacy was given us when answering personal questions. People sitting in the waiting area could easily hear all that was said. Apparently, this is the normal waiting time, but we were only told this after asking time after time about the wait.	
4	Caroline Thorpe Ward	Extremely Likely		Friendly, caring, made us so welcome. So professional in the way they care. Arrived via GP and straight to the children's ward which has been excellent.		No, I am more than happy in the way myself and our daughter are being treated. Nothing is any trouble to anyone on the ward. The ward is very clean.	
5	Caroline Thorpe Ward	Extremely Likely		My care has been way above what I expected. I feel I have been made very welcome and cared for.		Not really. I think the food menu is good. As a 17-year old, although I haven't eaten much myself I could have easily found something that I would enjoy. The nursing staff and doctors/consultant have been great.	
6	Caroline Thorpe Ward	Extremely Likely		Only been here a short time but already feel very comfortable in the way our daughter and ourselves are being treated.		Nothing so far. It has been a good experience so far. Treated well by the doctors and nursing staff, made to feel very well.	
7	Caroline	Extremely		Staff made us very welcome. The		Nothing at all so far. Very happy	

	Thorpe Ward	Likely		nurses and doctors soon had our daughter calmed and restful. As a parent, I felt very reassured by their professional manner and attitude.		with both the care for our daughter plus the way I, as mum, have been looked after.	
8	Caroline Thorpe Ward	Extremely Likely		The care that is provided for both the patient and the parent. Made to feel welcome and shown compassion. So caring and so professional the way in which all the staff go about their various jobs.		Nothing I can see or think of at the moment. Everything is very good. Plus, I (mum) am being very well cared for.	
9	Caroline Thorpe Ward	Extremely Likely		The nurses and doctors are just great at their job, always looking after me every time I come in here. The dedicated team here for type 1 diabetes is just amazing - way above and beyond.		Nothing really. We have been coming here for over five years. Just wonderful care each time we come.	
10	Caroline Thorpe Ward	Extremely Likely		Very good. The care I have received has been very good, and all carried out properly. Everything has been explained to me, even how the blood pressure machine works.		There is nothing I can think of. My mum rang 111 but we had to wait 5 hours for the ambulance and I was not allowed a drink all this time. Once I got to the hospital, everyone has been so kind to me. The nurses are so kind - it has made me want to be a nurse or a paramedic.	
11	Caroline Thorpe Ward	Extremely Likely		Very kind and caring staff. They are just so very approachable.		I cannot think of one thing to be honest. The Sodexo staff are just so good, keeping the ward and toilets/showers spotlessly clean. The food is ok I guess. I, as mum, have also been well looked after.	
12	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	All staff were incredibly friendly & welcoming, offered drinks and addressed in a very good manner!	Friendly environment.	N/A.	

13	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	All the staff have been lovely, very caring. Great facilities, loved the DVD players, didn't feel well enough to use the playroom / school room.	The lovely nurses. Was great that I could stay with him.		
14	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Attentive, knowledgeable staff.	Staff / care.	Slightly larger room!	
15	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Because all the staff are amazing & looked after us beautifully. Gave both patient & us, as parents, the best care.	The staff.	Nothing.	
16	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Because it's bright, clean and very friendly.	All very efficient and pleasant. Well informed.	Nothing.	
17	Caroline Thorpe Ward	Yes	Patient				Do not publish
18	Caroline Thorpe Ward	Yes	Patient	Because the nurses are really calm and nice plus you feel safer in the ward and also the food is nice.	I think the good things about my stay is that everybody was supportive and understanding.	Let 2 people stay and make the rooms more colder because it is really warm in here.	
19	Caroline Thorpe Ward	Yes	Patient	Because you always made sure I was ok. Very friendly, playroom is great.	The service that was given e.g. food and drink. Games room. [Name withheld] was very friendly / supportive and responsive to our needs.	Not sure?	
20	Caroline Thorpe Ward	Yes	Patient	Because you get to eat your dinner in bed! Good playroom. Ward staff are friendly.	Meal was good. Good toys in playroom.	Nothing.	
21	Caroline Thorpe Ward	Yes	Patient	Being my first time in hospital I was very anxious. However, staff in this ward quickly lessened this. They've been so caring and made what has not been as nice situation into the most positive and supportive it could've been.	Very accommodating for my additional needs through my treatment. Staff always happy and up for a laugh.	Shower water lacked pressure and sometimes didn't work and were a necessary part of my care.	
22	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Both members of staff were very kind & efficient. Thank you very much.	Staff. Room.	Nothing.	

23	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Compassionate staff!	The staff are birll.	Not waited so long in A&E.	
24	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Due to this being the first time I've had to stay in hospital with [name withheld] it was quite a daunting experience, most of the staff were amazing [names withheld]. However, other staff could be more understanding & helpful.		Have a reclining chair for mums when babies won't settle anywhere but on you, as after 2 days / nights of constantly holding baby, back is now very bad.	
25	Caroline Thorpe Ward	Yes	Patient	Every patient is treated the same, no matter what. Staff are kind and don't show how stressed or difficult their day must have been!	Food and feeling like I'm being listened to.	A small table / stall or trolley selling toothbrushes and basic essentials so parents don't need to leave sick child for longer than necessary to walk to main shop.	
26	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Everybody has been friendly, helpful, reassuring and informative. My daughter has (?) gastroenteritis and has had her own room and toilet, frequent offers of drink etc. Couldn't ask for more. A* service.	Excellent facilities, great staff.	N/A.	
27	Caroline Thorpe Ward	Yes	Not entered	Everybody so nice and make me feel safe at all times.	Nurses so, so nice to me and Dr [name withheld].		
28	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Everybody was very friendly & caring.		Nothing, everyone was lovely.	
29	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Everyone gave the help and support myself & my son needed.	Everyone was helpful and reassuring.	Nothing.	
30	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Everyone has been very friendly & caring during our stay. Thank you very much.			
31	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer				Do not publish
32	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Excellent level of care. Very happy parents! Thank you!	Level of care, plenty of things to keep our son happy during his recovery. Lovely, kind, caring nurses!	Nothing!	

33	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Excellent patient care.	Staff very friendly & helpful.	Nothing.	
34	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Fantastic staff, excellent care, very friendly.	Great care. Mum allowed to stay too.	Shower not working. Vending machine for parents meals only accepts the correct money, I did not have the correct change. Apart from these 2 issues, my son was very well looked after.	
35	Caroline Thorpe Ward	Yes	Patient	Friendly and attentive staff.	Staff did their best to find out what was wrong with me.	Food could have been better.	
36	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Friendly staff.	Nice and quiet room, comfortable bed.	Missed lunch.	
37	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Friendly, helpful staff.	Good communication from staff.	Children's food not great. No sandwiches / salads available when meal was not taken due to having a procedure done.	
38	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	From the moment we walked in with our daughter [name withheld] we were given the best medical help and care. The Caroline Thorpe Ward really does have the kindest staff that are amazing with children and [name withheld] is leaving a very happy and well little girl.	The overall care was amazing. The staff helped to turn a scary time around and make us feel safe that [name withheld] was in the best hands.	Nothing.	
39	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Good nursing care. Good communication.	It was quiet and my daughter felt more relaxed about her procedure. Everyone has been very kind.	Nothing.	
40	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Great, friendly staff. Nothing too much trouble.	Staff were excellent.	Food needs to be served quicker as hot food was cold. Pharmacy needs to speed up as to free up beds.	
41	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	I felt we had good / friendly / professional care from start to finish. Hospital is clean. Great playroom too.	Friendly & caring service.	Nothing!	

42	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	I have explained to colleagues at work about the exceptional care that my daughter has received. From initial admission, through diagnosis to aftercare. My taxes have been very well used.	Caring & empathetic staff. Who filled us with confidence that my daughter would receive exceptional care. Great work NHS.	A little more explanation about why some procedures were necessary. Having said this it was not the fault of ward staff, as they had not been told.	
43	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	I just couldn't fault my daughter's care from start to finish (apart from more privacy being made available in MAU). Absolutely everything that could be done has been done for her in both a professional & caring manner.	The ward is full of caring, smiley & professional staff. Every member of staff, without exception, since our arrival over a week ago has been amazing. Information sharing has been extremely thorough & nothing we asked for was too much trouble.	Changed the toilet paper dispensers! Try & improve the water pressure as showers were a v. necessary part of my daughters care & often didn't work at all.	
44	Caroline Thorpe Ward	Yes	Patient	It's a very lovely ward. I come here often and it's like my home away from home.	The staff. The rooms. The care that was given.	I think certainly in room 5 you could have added air con, for long-term patients like myself.	
45	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Just a caring place to be, doctors and nurses superb.	The people and care given.	Nothing.	
46	Caroline Thorpe Ward	Yes	Not entered	Lots of lovely nurses & doctors, fun playroom, look after you very well. Thank you. xxx	Playroom, nice bed, look after you well, friendly nurses.		
47	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Lovely staff, happy to help with anything. School is a lovely idea, my daughter had a nice time in there before & after her operation. xx	Everything was good, my daughter was very comfortable here.	Nothing!	
48	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Lovely, caring, friendly staff!			
49	Caroline Thorpe Ward	Yes	Patient	Mostly nice nurses and doctors and cleaning staff. [Names withheld] very nice.	School room and playroom.	Listened to mam more. Bigger food portions - I was hungry.	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Nice, kind, caring staff. Happy to play with toddler whilst doing checks.	Staff went & got dinner for toddler even though the trolley had been round. Kind!	Nothing.	

51	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Nothing was too much trouble. Staff were fantastic. So grateful for our NHS.			
52	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer				Do not publish
53	Caroline Thorpe Ward	Yes	Not entered	Polite, competent staff. Son happy to chat. Clean. Although slightly too warm, but it is summer. No issues.	Polite and happy staff.	Bit too warm on the ward.	
54	Caroline Thorpe Ward	Yes	Not entered	Really good communication & understanding as well as happy to help.	Pleased we were helped & seen to for my son's sake.	Nothing.	
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Seen & discharged very quickly.	Seen quickly.	No.	
56	Caroline Thorpe Ward	Yes	Patient	Seen efficiently, kept informed and staff here friendly.	I got my own TV.	There wasn't anything you could of done better.	
57	Caroline Thorpe Ward	Yes	Patient	Staff all very friendly and approachable. Have left ward understanding future treatment and care.			
58	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Staff are friendly & happy. Always keep us well looked after & are brilliant with my children.	Staff kept us very looked after.		
59	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Staff were lovely and helpful, the doctors were brilliant. Tests were carried out really quickly. Just great.	The doctors spent so much time communicating with other specialists and we were kept informed of what was happening.	The children's meals were awful and we got forgotten about twice. Maybe the kitchen staff should check each bay for patients.	
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	The care provided was very professional & we were given good recommendations. Thank you very much for your help.			
61	Caroline Thorpe Ward	Yes	Not entered	The most lovely staff, made us all feel welcome. Thank you.	Staff.	Nothing.	
62	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	The nurses and staff are always amazing at Caroline Thorpe they are fantastic with my son, ever since he was born. They have	Prompt treatment, friendly staff. Thank you, yours [name withheld].	Nothing.	

				always gone above and beyond to treat him.			
63	Caroline Thorpe Ward	Yes	Not entered	The staff are so friendly and helpful. They explain everything and include us in all decisions I would highly recommend this ward and the staff.	Everyone was so kind and helpful.	Nothing. This ward is what children and patients need to make their stay in hospital easier.	
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	The staff are thoughtful and kind. The Dr listened well and asked good questions. The ward was clean and tidy.	They know my daughter needs well and we will be sad to move to the adult wards when she is 18.	N/A.	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	The staff are very friendly, kind and informative. It has excellent facilities and we've always left feeling reassured we've had the best possible care and diagnosis.	Everyone was very kind. The staff very thorough. The room clean / comfortable. The access to aftercare we've been informed of, very comforting.	N/A.	
66	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	The staff were all very professional, friendly and helpful. The playroom lovely and lots to do.	The care we received from everyone.	The showers don't work very well, hardly any water and what came out was cold. Needs to be an easier way for parents to buy food.	
67	Caroline Thorpe Ward	Yes	Patient				Do not publish
68	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	The staff were very helpful & caring.	It was all very good, esp. for [name withheld]. All the staff were great talking to him.	Nothing, you were all amazing! Thank you.	
69	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	The ward is clean and comfortable. The staff pleasant and caring.	The doctors and nurses kept informing us. We've been helped, with no issues.	We've waited a little too long for the painkillers when first settled at the ward.	
70	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	The whole staff team have been amazing while we have been here.	Everybody is so helpful & smile all the way through their shifts.	Nothing, you all do a fantastic job!	
71	Caroline Thorpe Ward	Yes	Not entered	They have been friendly and professional and efficient.	They were quick to react and funny.	Nothing.	
72	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Very friendly staff members, very supportive. Every single time, good environment. My little boy liked it very much this ward,			

				because he got lots of toys to play, TV to watch, CD as well, very welcoming. Thank you each and every single member of staff for your help. xxx			
73	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Very friendly, efficient staff.	Everything.	Ask about what he likes and what he doesn't due to his autism, e.g. how to talk to him and what his triggers are.	
74	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Very friendly, helpful & polite.	Everything.	Nothing.	
75	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Very helpful with [name withheld]. Giving her all what she needed.	The staff looked after [name withheld] while she was here during the night too.		
76	Caroline Thorpe Ward	Yes	Patient	Very lovely staff.	It was good to.	Nothing.	
77	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Very professional staff. Made time for every child.	How calm and easy it was made for my son.	Turn heating down.	
78	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Very supportive.			
79	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	Very welcoming, kind & caring staff. We have been very well looked after. & included in all discussions with regards to treatment.	Friendly staff - admin, nursing & Dr's, dietician - teaching team. Well supported throughout our stay. Provided with lots of fun & educational activities to keep us entertained!	Nothing.	
80	Caroline Thorpe Ward	Yes	Parent/ Guardian/Carer	We were seen quickly, nurses and doctors were all friendly and understanding and good at keeping an agitated 8-month old calm. Very thorough care and the ward is nice and clean with everything kids need for an overnight stay.		Comfier beds for parents.	
81	Caroline Thorpe Ward	Not entered	Parent/ Guardian/Carer	Excellent care. Very good reassuring our children. Worked very hard and nothing was too	Level of care. Attention to detail. Friendliness and warmth of staff.		

				much trouble.			
1	Fortescue Ward	Extremely Likely		A clean and friendly ward.			
2	Fortescue Ward	Extremely Likely		All the staff are so nice.		Very good as it is.	
3	Fortescue Ward	Extremely Likely		All the staff have been very kind and gentle, always have the time to stop and talk to patients.			
4	Fortescue Ward	Extremely Likely		Always doing a fantastic job, just seem so stretched caring for some very poorly patients, we have a patient on our bay that needs constant care.		No, always keeping the ward clean, and the food we receive is great, a good choice every day, very tasty. Pity there is not a man that comes around giving a haircut and a shave, like they used to.	
5	Fortescue Ward	Extremely Likely		Been very well treated by everyone.			
6	Fortescue Ward	Extremely Likely		Everyone is just so kind and helpful. Nothing, and I mean absolutely nothing, is too much trouble to anyone. Just amazing staff. I have been very impressed by the way the doctors actually listen to you - that has changed for the better.		No complaints whatsoever. I cannot honestly think of one thing.	
7	Fortescue Ward	Extremely Likely		I have been just so well looked after by very lovely nurses.		The hospital has looked after me and I cannot think of anything more anyone can do to help me.	
8	Fortescue Ward	Extremely Likely		I have been well looked after. Plenty to eat and drink. Pleasant staff.			
9	Fortescue Ward	Extremely Likely		I have no complaints.		Very good as it is.	
10	Fortescue Ward	Extremely Likely		It cannot be faulted.		The food is a problem. The menu is inadequate for elderly patients due to lack of soft foods which are easy to chew.	

11	Fortescue Ward	Extremely Likely		The nurses have been very kind to me. I go home today. I had a fall. Very good care.		I don't think so. What else can you do? Nothing I can think of, anyway.	
12	Fortescue Ward	Extremely Likely		The staff are all very friendly, very attentive and nothing is any trouble for any of them. The ward is so clean at all times, the Sodexo staff do a thorough job.		Nothing I can think of. You seem to have thought of everything a patient needs. I think the food menu has a very good choice of food, served appropriately. I, being a very light sleeper, find it noisy on the ward although other patients appear not to. I haven't asked, but wondering if eye shades and ear plugs are available for patients' use at night?	
13	Fortescue Ward	Extremely Likely		The staff are just angels, on their feet all day long. Always a smile and a kind word.		Nothing really. The staff have catered to every one of my needs, what more can you ask?	
14	Fortescue Ward	Extremely Likely		The staff are very good and caring. The ward is quiet.		Very good as it is.	
15	Fortescue Ward	Extremely Likely		The ward is busy but well managed.		More staff are needed.	
16	Fortescue Ward	Extremely Likely		Very good care. Very good food alongside very kind, helpful, respectful and efficient staff. I must say I am very impressed with the respect and dignity I have witnessed as the staff look after the more vulnerable patients in the bay.		Not really. The care is good. The food is also good and the bay is perfectly clean.	
17	Fortescue Ward	Extremely Likely		Well treated by all the staff.			
18	Fortescue Ward	Likely		The nurses are too busy.		The service overall is good but the nurses are too busy at times to give the attention required.	
19	Fortescue Ward	Likely		The staff have been very good, gentle and understanding.			

20	Fortescue Ward	Likely				Satisfied as it is.	
1	Glossop Ward	Extremely Likely		All care was great.		No.	
2	Glossop Ward	Extremely Likely		All good. Food, friendly staff. No complaints.		None.	
3	Glossop Ward	Extremely Likely		All staff cheerful & friendly. Food very good. Frequent visits by the tea trolley were really appreciated, with extra biscuits!		Try to turn off alarms that seem to go on for ages, but don't seem to do anything & don't seem to attract the staff's attention.	
4	Glossop Ward	Extremely Likely		All staff informative & friendly and caring.		No suggestions.	
5	Glossop Ward	Extremely Likely		Although when I first came up I got ignored, after they realised they was attentive and always made sure I was ok. Nothing was too much trouble. Also, other patients made me laugh so that helped.		Remove urine samples asap from bathroom, it's gross!!!	
6	Glossop Ward	Extremely Likely		Cheerful and competent staff, available at almost any time of night and day.		I found the movement of staff between day and night service difficult to follow.	
7	Glossop Ward	Extremely Likely		Committed and caring who deliver a high level of care and who are always willing to go the extra mile. Impressed. Grateful for the high level of care I received. [Name withheld] has become a good friend.			
8	Glossop Ward	Extremely Likely		Dedicated & care of staff.			
9	Glossop Ward	Extremely Likely		Devotion of staff.			
10	Glossop Ward	Extremely Likely		Everyone gave extremely great care.		No.	
11	Glossop Ward	Extremely Likely		Everyone has been really nice and explained things well. Meds		I am frankly amazed with the pressure on the NHS today that	

				have to be changed and I have been informed of how and why, so hopefully this will have long term benefits to my health overall, as well as fixing the short term problem. They are thorough and pleasant to be around.		they have all been wonderful and positive and helpful throughout.	
12	Glossop Ward	Extremely Likely		Everyone is very good.			
13	Glossop Ward	Extremely Likely		Everyone very helpful and did the best they could with a great workload. Very helpful.		More tea. lol	
14	Glossop Ward	Extremely Likely		Everything has been wonderful.			
15	Glossop Ward	Extremely Likely		Excellent care given.		No.	
16	Glossop Ward	Extremely Likely		Excellent care! Attentive, friendly, efficient staff. Cannot thank you enough.		Speedier pharmacy upon discharge (5hr wait!)	
17	Glossop Ward	Extremely Likely		Extremely well presented and very friendly.			
18	Glossop Ward	Extremely Likely		Friendly and caring.		None.	
19	Glossop Ward	Extremely Likely		Friendly staff, support and care given at all time. Thank you.		Staff are lovely, but the shower rooms could do with updating.	
20	Glossop Ward	Extremely Likely		From first arrival to final goodbye it has been a friendly, almost family atmosphere. Would I come back? Yes. I believe this would be my 3rd visit. So it cannot be that bad.		Putting bottles within grasp. It's the tantalising one while your in [illegible] and you fail.	
21	Glossop Ward	Extremely Likely		Good food. Good care. Friendly staff, but they keep waking me up in the night!			
22	Glossop Ward	Extremely Likely		Great staff.			

23	Glossop Ward	Extremely Likely		I felt loved, looked after. The staff are so friendly and helpful at all times. You have a fantastic team.		No.	
24	Glossop Ward	Extremely Likely					Do not publish
25	Glossop Ward	Extremely Likely		I was very happy on the ward. All staff are lovely. They made me welcome. Thank you.		No, I received very good service.	
26	Glossop Ward	Extremely Likely		I've been well looked after in every way.		No.	
27	Glossop Ward	Extremely Likely		Level of service received from all staff was of a high standard and the staff worked well as a team. They were happy to try and solve any problems. The standard of the care I received was first class.		None.	
28	Glossop Ward	Extremely Likely		Lovely staff and care.			
29	Glossop Ward	Extremely Likely		Lovely staff, very caring.			
30	Glossop Ward	Extremely Likely		Nurses are brilliant and hospitals brilliant. Would recommend to friends and family. xx		Nope, keep up the hard work!	
31	Glossop Ward	Extremely Likely		Staff were very caring and kind, whilst still being efficient. Nothing was too much trouble and always kept you well informed.		Drop down table in bathroom to put bowl of water on to wash.	
32	Glossop Ward	Extremely Likely		Thank you.			
33	Glossop Ward	Extremely Likely		The staff are excellent, nothing is too much. The best attention paid. There are no words to explain just how good. [Name withheld]			
34	Glossop Ward	Extremely Likely		The staff are incredible! Thank you sincerely for returning me to			

				my family in much better health!			
35	Glossop Ward	Extremely Likely		This hospital is the best, the staff, the nurse, and of course the doctors. I am very happy with the work they did for me. [Name withheld]		No, it's perfect.	
36	Glossop Ward	Extremely Likely		Treated with caring & respect.			
37	Glossop Ward	Extremely Likely		Very busy but very professional and caring. HCAs as above. Overall 10/10.		Missing meals while transferring to another ward. The same when visiting other depts. i.e. X-ray, audiology etc.	
38	Glossop Ward	Extremely Likely		Very friendly nurses. Good food.		Noise, alarms in particular, means sleep quality is very poor.	
39	Glossop Ward	Extremely Likely		Very friendly staff.			
40	Glossop Ward	Extremely Likely		Very friendly ward. Lovely caring staff.			
41	Glossop Ward	Extremely Likely		Welcoming, friendly, kept informed.			
42	Glossop Ward	Extremely Likely		Yeah, have been in and on this ward, got to say all the staff are lovely from the cleaners, doc's, aux staff nurses have been all great to me and most helpful, so what a great team you have.			
43	Glossop Ward	Extremely Likely					
44	Glossop Ward	Extremely Likely		A very clean and efficient ward.		Satisfied as it is.	
45	Glossop Ward	Extremely Likely		All very good but the ward is very noisy at night due to other patients.		Could be more careful with expenditure e.g. lights/TVs left on throughout the day when not needed.	
46	Glossop Ward	Extremely Likely		Everything about this ward has been good.		I was told that I required a particular treatment that day, but	

						it didn't happen till a few days later.	
47	Glossop Ward	Extremely Likely		Fantastic staff.		Staff service is good - cannot fault them. Other patients can be noisy.	
48	Glossop Ward	Extremely Likely		I could not be looked after better.		Perfectly good as it is.	
49	Glossop Ward	Extremely Likely		I have been well looked after by dedicated staff.		More staff - nurses and HCAs.	
50	Glossop Ward	Extremely Likely		Staff are attentive and understanding.			
51	Glossop Ward	Extremely Likely		The nursing staff are very good.		The staff deserve more pay.	
52	Glossop Ward	Extremely Likely		The staff are excellent and everything is done correctly.			
53	Glossop Ward	Extremely Likely		The staff are exceptional and efficient.			
54	Glossop Ward	Extremely Likely		The staff are good but it is noisy due to other patients and monitors. This prevents me sleeping, so I'm tired.		All ok.	
55	Glossop Ward	Extremely Likely		The staff are very caring.		Satisfied as it is.	
56	Glossop Ward	Extremely Likely		The staff are very dedicated.			
57	Glossop Ward	Extremely Likely		The staff are very good.		All good.	
58	Glossop Ward	Extremely Likely		The staff are very into the care of the patients with the exception of one - the attitude is 'I'm in charge and you'll do as I say.'			
59	Glossop Ward	Extremely Likely		The staff listen to you and care.		Yes. We should be able to take and look after our own medication as you can in Exeter. Here, it is not administered at the right time.	
60	Glossop Ward	Extremely Likely		Very friendly and caring.		The food is not great.	

61	Glossop Ward	Extremely Likely		Very friendly and professional staff.			
62	Glossop Ward	Extremely Likely		Well looked after by dedicated staff.			
63	Glossop Ward	Likely		Been well looked after.			
64	Glossop Ward	Likely		Everything very good.			
65	Glossop Ward	Likely		Great staff.		More frequent water jugs. Only got 1 jug a day.	
66	Glossop Ward	Likely		Help always available.			
67	Glossop Ward	Likely		I have been in N.D.D.H. several times, including Glossop Ward & I can see that there's been a great improvement. And the food quality has improved.			
68	Glossop Ward	Likely		Looked after 100%.		None.	
69	Glossop Ward	Likely		Looked after well.		No.	
70	Glossop Ward	Likely		No issues, was made to feel at home. Thank you.			
71	Glossop Ward	Likely		Only been here for a few hours, but the staff have all been very helpful and attentive.		N/A.	
72	Glossop Ward	Likely		The staff & nurses are lovely and doctors. Couldn't have wished for better.			
73	Glossop Ward	Likely		The staff are very friendly, helpful and nothing is too much trouble.		Teach doctors a better bedside manner, maybe watch the staff and see how patients should be cared for!!!	
74	Glossop Ward	Likely		Treated well. All staff good. Lovely Sodexo staff.		No.	
75	Glossop Ward	Likely		Very caring staff, especially [name withheld].			
76	Glossop Ward	Likely		Very kind & efficient staff.		Just a great pity the wait for drugs to be discharged is so long, could be improved.	

77	Glossop Ward	Likely		Good ward.		Happy as it is.	
78	Glossop Ward	Likely		Nursing staff very good. A consultant in MAU, who was not a neurologist, disagreed with Devon Doctors about a treatment they had recommended. The neurologist from Exeter came yesterday and started the treatment I should have had when I was admitted several days ago.		The staff are so kind. It is difficult being in a bay with elderly patients who are noisy and disruptive.	
79	Glossop Ward	Likely		Very helpful staff.		It is ok as it is.	
80	Glossop Ward	Neither Likely nor Unlikely				Speed up the pharmacy so that people do not have to hang about too much.	
81	Glossop Ward	Neither Likely nor Unlikely					Do not publish
82	Glossop Ward	Unlikely		It is very noisy at night.			
83	Glossop Ward	Not entered		No problems, excellent care.			
84	Glossop Ward	Not entered				Waiting for medications on discharge is a nightmare. There ought to be a better system.	
85	Glossop Ward	Not entered					
86	Glossop Ward	Not entered		This ward is good and the nurses are excellent but my views of the hospital are tarnished by a previous visit.		Very good as it is but there are not enough staff at times.	
1	Intensive Care Unit	Extremely Likely		So kind and caring, in full control. Very professional. Just wonderful, all of them. Expected and well cared for in A&E, had a long wait there and then MAU. Finished up in ICU and HDU.		Not one single thing. First class care and treatment from very alert staff. A lovely team of people.	

1	King George V Ward	Extremely Likely		Everybody was extremely helpful nothing was ever to much trouble. Lovely staff thank you.			
2	King George V Ward	Extremely Likely		Excellent care from all personnel, from cleaners to doctors. Made to feel comfortable during my stay.		Better communication with the patient.	
3	King George V Ward	Extremely Likely		I have been here for 1wk and the treatment and care I received from admission, surgery and recovery have been 1st class. All staff have been kind and caring, no complaints whatsoever. Thank you. x		Just keep doing what you all do!	
4	King George V Ward	Extremely Likely		All the staff are friendly, helpful and caring. I am currently in a side room with my own facilities - which is helpful. Nothing is too much trouble for the staff! The food has been good but the choice could be wider.		None.	
5	King George V Ward	Extremely Likely		All the staff are so good.		Happy as it is.	
6	King George V Ward	Extremely Likely		All the staff on the ward are first class.		The food is satisfactory but could be better.	
7	King George V Ward	Extremely Likely		Everyone has been very kind, understanding and hardworking.		The bright lights and noise from the staff at night cause distress.	
8	King George V Ward	Extremely Likely		Friendly and understanding staff.			
9	King George V Ward	Extremely Likely		Friendly, helpful and caring.		It is brilliant on the ward.	
10	King George V Ward	Extremely Likely		From the moment you enter the care is excellent.		Cannot be improved.	
11	King George V Ward	Extremely Likely		I think the staff are amazing, very helpful & understanding.			
12	King George V Ward	Extremely Likely		Staff have been excellent.			

13	King George V Ward	Extremely Likely		The care and attention given by all the staff, both nursing and domestic, has been excellent. They are helpful and thoughtful. I am currently in a side room with my own shower/toilet. The food I have been offered to date because of my condition has been very good. The medical staff has been very professional and efficient.		None.	
14	King George V Ward	Extremely Likely		The care has been exceptional.			
15	King George V Ward	Extremely Likely		The care has been good. Nursing staff are great.		None.	
16	King George V Ward	Extremely Likely		The care received has been excellent.			
17	King George V Ward	Extremely Likely		The domestic staff are fantastic - they go the extra mile for you. The food is excellent and when I wanted to delay eating my lunch (salad) it was kept for me in a fridge. The communication between the nursing teams (day / night) is excellent. The nurses are respectful, compassionate and efficient.		None.	
18	King George V Ward	Extremely Likely		The friendliness of the staff has been excellent.			
19	King George V Ward	Extremely Likely		The nursing and Sodexo staff are very caring, thoughtful, considerate and patient with patients. The little food I have had has been fine. The ward is kept clean. The nursing staff are very particular about washing hands and wearing gloves.		The fine white plastic cups used for giving medication are not fit for purpose as when you drink from them you tend to dribble - leaks!!	

20	King George V Ward	Extremely Likely		The nursing care is absolutely wonderful, nothing is ever too much trouble. It's nice being on a small bay (5 beds). The food is very nice with a good choice on the menu. The ward is kept very clean.		None.	
21	King George V Ward	Extremely Likely		The staff are all excellent.		Satisfied as it is.	
22	King George V Ward	Extremely Likely		The staff are helpful and fun.		Happy as it is.	
23	King George V Ward	Extremely Likely		The staff are helpful, friendly and cheerful. The bay is very clean.			
24	King George V Ward	Extremely Likely		The staff are lovely and very caring and the company (patients) is good. The ward and toilets are wonderfully clean. The food is good and the menu choice is very good.		None.	
25	King George V Ward	Extremely Likely		The staff are lovely, accommodating and leave no stone unturned to help you. The doctors are not letting me go until they know what is wrong with me. All the staff are all so helpful and giving. The ward is pleasant with good views of the countryside and town - far reaching. The food is better than I thought - time is given to appearance and presentation.		I can't think of anything as most things are covered.	
26	King George V Ward	Extremely Likely		The staff are so friendly and helpful.			
27	King George V Ward	Extremely Likely		The staff are so friendly and helpful. Nothing is too much trouble.		The maintenance of the toilets and cleanliness could be improved.	
28	King George V	Extremely		The staff are very friendly,		None.	

	Ward	Likely		attentive and caring. The ward is kept clean. I am lucky to be near a window and was able to watch the air ambulance helicopter arrive.			
29	King George V Ward	Extremely Likely		The staff have been excellent, both medical and Sodexo.			
30	King George V Ward	Extremely Likely		The staff have been excellent.		Bring back the hospital League of Friends. The café is too expensive, plenty of complaint about the prices.	
31	King George V Ward	Extremely Likely		The staff have been superb.		More nursing and HCA staff required.	
32	King George V Ward	Extremely Likely		The staff have been very good, everyone.		More nursing staff.	
33	King George V Ward	Extremely Likely		The staff, across the board, are very good.		In the past, medical advice available within the community following discharge has left much to be desired and I'm not confident that it will be better this time.	
34	King George V Ward	Extremely Likely		Very caring and considerate staff.			
35	King George V Ward	Extremely Likely		Very dedicated staff - helpful and friendly.			
36	King George V Ward	Likely		Very caring staff.		It would be good if there were hooks for dressing gowns and a shelf for sponge bag etc. in the shower rooms.	
37	King George V Ward	Likely		The care has been good. There is nothing to complain about.		Free use of TV.	
38	King George V Ward	Likely		Very friendly staff.			
39	King George V Ward	Unlikely		I am in pain, only told I am going home. I do not feel I am well enough to go home.		Doctors must listen to what patients are telling them. After all, we know our bodies, they don't.	
1	Lundy Ward	Extremely Likely		All staff are personable and totally professional. They have			

				progressive, confidence-inspiring attitudes and contribute substantially to speedy recovery. A highly impressive team who should be proud of their service achievement.			
2	Lundy Ward	Extremely Likely		All the staff involved within the day time and night time running of this ward are exceptional. This includes everybody, doctors, nurses, tea ladies and cleaners. The care that I've been shown has been impeccable. Thank you so much.		None.	
3	Lundy Ward	Extremely Likely		Communication great - kept informed at all stages. Treated with dignity, care & respect. Thank you!			
4	Lundy Ward	Extremely Likely		Everyone is friendly & kind and I should mention professional.		A good coffee machine.	
5	Lundy Ward	Extremely Likely		Everyone's friendly, well looked after.		Noise level.	
6	Lundy Ward	Extremely Likely		Excellent staff, very kind and caring.			
7	Lundy Ward	Extremely Likely		Excellent, clean ward. Lovely, friendly staff.			
8	Lundy Ward	Extremely Likely		Friendly & helpful staff.			
9	Lundy Ward	Extremely Likely		Friendly, helpful staff.			
10	Lundy Ward	Extremely Likely		Hardworking and caring staff, helpful in every way. Spotless conditions.			
11	Lundy Ward	Extremely Likely		Helpful and conscientious staff. [Name withheld]			
12	Lundy Ward	Extremely Likely		Lovely service. All staff have been wonderful.		None.	

13	Lundy Ward	Extremely Likely		No complaints. [Name withheld] is brilliant. Very pleasant & hardworking.			
14	Lundy Ward	Extremely Likely		Nothing is too much trouble for the staff.			
15	Lundy Ward	Extremely Likely		Staff are understanding, kind & patient & make you feel safe. They make sure you are ok. Very helpful.			
16	Lundy Ward	Extremely Likely		Staff very friendly & helpful and knowledgeable!			
17	Lundy Ward	Extremely Likely		The staff and nurses were very attentive - always polite and cared for my wellbeing.			
18	Lundy Ward	Extremely Likely		The staff are very friendly, efficient and professional, the food good and you are well looked after.			
19	Lundy Ward	Extremely Likely		Very friendly, helpful.		No suggestions.	
20	Lundy Ward	Extremely Likely		Very happy and the staff are nice, no complains.		None.	
21	Lundy Ward	Extremely Likely				More choice on menus.	
22	Lundy Ward	Extremely Likely					
23	Lundy Ward	Extremely Likely					
24	Lundy Ward	Extremely Likely					
25	Lundy Ward	Extremely Likely					
26	Lundy Ward	Extremely Likely					
27	Lundy Ward	Extremely Likely					

28	Lundy Ward	Extremely Likely		Attentive staff. The doctors are not good communicators. I don't know who I saw as they did not introduce themselves. I am under the urology team and the doctor I saw was insensitive and not understanding.		The nurses are good but unhappy with the medical service. They need to talk more to the patients. I feel ignored and they do not listen. I am in pain and need to see a consultant. I would like to understand what is happening.	
29	Lundy Ward	Extremely Likely		Everyone is so friendly and helpful.		Everything is perfect.	
30	Lundy Ward	Extremely Likely		Good staff.		The food is not very nice - terrible choice options, bland and cold - cauliflower ice cold. Everything else wonderful, fantastic.	
31	Lundy Ward	Extremely Likely		Helpful staff.		All ok.	
32	Lundy Ward	Extremely Likely		Kind & attentive staff.			
33	Lundy Ward	Extremely Likely		Staff have been excellent. The ward is very clean.		Staff chatting rather loudly late one evening meant I could not get to sleep. Appeared to be lacking staff over the Bank Holiday weekend.	
34	Lundy Ward	Extremely Likely		The nurses' attitude is excellent - they would bend over backwards for you.		The bed mattress is uncomfortable. Everything else is good.	
35	Lundy Ward	Extremely Likely		The nursing staff have been excellent.			
36	Lundy Ward	Extremely Likely		The staff and service is excellent.		All good.	
37	Lundy Ward	Extremely Likely		The staff are absolutely lovely.		All really good, efficient and professional staff.	
38	Lundy Ward	Extremely Likely		The staff are wonderful.		It is sometimes noisy at night due to other patients but the service is amazing.	
39	Lundy Ward	Extremely Likely		The staff attitude is excellent - the difference between Derriford and here is amazing, it is so much better here.		Everything is good apart from the TV costs which are too high.	

40	Lundy Ward	Extremely Likely		The staff have been very good and helpful.			
41	Lundy Ward	Likely		After the exceptional care from Mr [name withheld], all Lundy Ward staff looked after me with efficiency and cheerfulness.		You might wish to consider permitting Parkinson patients to self-medicate where appropriate.	
42	Lundy Ward	Likely		Because the nurses are friendly and reassuring.			
43	Lundy Ward	Likely		Everyone on this ward are really nice and will help you with anything.			
44	Lundy Ward	Likely		Selfless care given by all the staff. Nothing was too much trouble.			
45	Lundy Ward	Likely		Staff very caring. Very helpful.			
46	Lundy Ward	Likely					Do not publish
47	Lundy Ward	Likely		The nurses are great. Doctors don't communicate well - they do not listen and are slow to respond.. I have been waiting nine weeks for a neurological appointment. It would have been quicker for me to take myself to Exeter or Plymouth.		A better neurological service. It would be better to send patients to Exeter or Plymouth. Fed up with being fobbed off with the inadequate service here. Nurses and GP tell me what is going on. I need to see a consultant. The neurologists who hold clinics here say they are too busy to come to see me. I have been told by my GP and staff here that I must see a neurologist and I would dearly like to see one. I have been in for six days.	
48	Lundy Ward	Not entered					
1	Staples Ward (Stroke Unit)	Extremely Likely		A happy ward. Most nurses very kind.		It can be very noisy and disturbing at night due to other patients.	
2	Staples Ward (Stroke Unit)	Extremely Likely		All the nursing staff to date have been warm, friendly and caring. I am currently in a side room due		None at this stage.	

				to my condition and have my own facilities. All the doctors I have met, with one exception, have been caring and professional.			
3	Staples Ward (Stroke Unit)	Extremely Likely		All the staff have been excellent. I cannot fault them in any way. They are very helpful and friendly, nothing is ever too much trouble for them. The ward is clean, bright and airy. The choice on the menu is quite good and the food is good.		I can't think of any improvements.	
4	Staples Ward (Stroke Unit)	Extremely Likely		All very helpful at all times. Nothing is too much trouble. I had my stroke early Thursday - on arrival here, I was made extremely welcome by fantastic staff.		Not really. I feel the staff are just amazing. It is so clean and tidy. I am finding the food acceptable.	
5	Staples Ward (Stroke Unit)	Extremely Likely		Everybody has been marvellous, kind and caring from the doctors to the tea lady. They also make time to talk to you which makes a great difference. The ward is kept clean. I enjoy my food and the food is good. I enjoy going to the luncheon club where you can sit down to eat.		None, they all work very hard.	
6	Staples Ward (Stroke Unit)	Extremely Likely		Everyone has been friendly and helpful.			
7	Staples Ward (Stroke Unit)	Extremely Likely		Friendly staff.		Noisy at night due to other patients.	
8	Staples Ward (Stroke Unit)	Extremely Likely		Just amazing care. 12 out of 10 for everything.		The ward seems to be run very efficiently by very professional staff. Could not ask for more really.	
9	Staples Ward (Stroke Unit)	Extremely Likely		The care by all the nurses is thoughtful, they know what they		Not at present.	

				are doing, they are kind and patient. The cleanliness is good and reasonably comfortable. The food is reasonably good. The food is not always hot enough. To shower, I am provided with help and the facilities are always clean.			
10	Staples Ward (Stroke Unit)	Extremely Likely		The care has been excellent but more staff are needed.			
11	Staples Ward (Stroke Unit)	Extremely Likely		The nursing staff are very hardworking. They work all night nonstop. They are very good, nothing is ever too much trouble for them. The ward is run ok with everyone doing their job. The food is satisfactory.		More staff.	
12	Staples Ward (Stroke Unit)	Extremely Likely		The staff are kind and friendly.		Satisfied as it is.	
13	Staples Ward (Stroke Unit)	Extremely Likely		The staff are kind and understanding, very dedicated.			
14	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very friendly and helpful.			
15	Staples Ward (Stroke Unit)	Extremely Likely		The staff are wonderful.		More pillows - I asked for one but did not receive it.	
16	Staples Ward (Stroke Unit)	Extremely Likely		These hardworking staff just never stop. They are doing a job that I certainly could not do. Just so kind and compassionate at all times.		No, not really.	
17	Staples Ward (Stroke Unit)	Likely		The staff are good with one exception i.e. one member of the day staff was quite rude and stropky with a particular patient.			
18	Staples Ward (Stroke Unit)	Likely		The staff are very good.		Staff are overworked at times.	

19	Staples Ward (Stroke Unit)	Unlikely		It is very clean but the staff have too much work to do.		More staff are needed.	
1	Tarka Ward	Extremely Likely		All the staff have been friendly, helpful and very kind. Facilities all kept clean and comfortable. Could not fault anything, a very positive experience.			
2	Tarka Ward	Extremely Likely		All the staff is very good and cannot do enough for you.			
3	Tarka Ward	Extremely Likely		Brilliant staff, great treatment throughout, friendly and efficient and fun. Room also excellent.		Bit quicker getting final meds & X-ray.	
4	Tarka Ward	Extremely Likely		Can't fault the professionalism of staff and quality of care delivered.			
5	Tarka Ward	Extremely Likely		Every need or request was immediately attended to. Staff were friendly & helpful throughout.		N/A.	
6	Tarka Ward	Extremely Likely		Everyone is very caring & professional.			
7	Tarka Ward	Extremely Likely		Excellent, friendly staff.			
8	Tarka Ward	Extremely Likely		First class care with consideration at all times.			
9	Tarka Ward	Extremely Likely		I could not fault a single person or event that I was not 100% happy with. Well done all!		No!	
10	Tarka Ward	Extremely Likely		I have only met kindness and professionalism. I think that you are all very, very good at what you do.		More money / or the NHS (that means more taxes).	
11	Tarka Ward	Extremely Likely		Really lovely staff all areas from pre-op to leaving 100%.			
12	Tarka Ward	Extremely Likely		The staff have all been amazing. Nothing was too much trouble and everyone has been so helpful			

				& friendly. Thank you all so much. x			
13	Tarka Ward	Extremely Likely		Thoroughly recommend Tarka Ward. Nurses are wonderful without exception, doctors & surgeons just lovely.			
14	Tarka Ward	Extremely Likely		Top class treatment and care from all members of staff made my stay in Tarka Ward a rewarding experience. Many thanks to all for excellent care.		Nothing comes to mind.	
15	Tarka Ward	Extremely Likely		Very good care.			
16	Tarka Ward	Extremely Likely		Wonderful staff Thank you. The staff - all staff - kind, patient, full of empathy, they know how you feel and the encouragement to get up and get dressed is wonderful. Such busy, busy staff who all work hard & support each other so well. They cope so well even during busy times and continue to treat you as an individual.		The only thing is maybe when going into an op patients could be encouraged to bring in & wear disposable pants with large pad, as a couple of people I know, including myself, could not control myself in recovery & others soon getting back to the ward. I think it may help the busy staff - they may not have to change the whole wet bed.	
17	Tarka Ward	Extremely Likely					
18	Tarka Ward	Extremely Likely					
19	Tarka Ward	Extremely Likely					
20	Tarka Ward	Extremely Likely		All the staff have been excellent.			
21	Tarka Ward	Extremely Likely		All the staff have been extremely helpful.			
22	Tarka Ward	Extremely Likely		All the staff have been so kind. The ward is very clean and friendly.		Very satisfied. The best care I have ever received in a hospital.	

23	Tarka Ward	Extremely Likely		Everyone has been excellent, helpful and hardworking.			
24	Tarka Ward	Extremely Likely		Everyone has been kind.			
25	Tarka Ward	Extremely Likely		Everyone is caring and friendly.			
26	Tarka Ward	Extremely Likely		Everything has been excellent. The ward is very clean.			
27	Tarka Ward	Extremely Likely		I have had fantastic personal care from all.			
28	Tarka Ward	Extremely Likely		I think it is a wonderful ward, with hardworking, professional and compassionate staff. They know their job - that's for sure.		Not really. No one likes coming into hospital for surgery, but all good. Thank you.	
29	Tarka Ward	Extremely Likely		Magnificent care. Without a doubt, it is the quality of the nursing - professional, kind and the care shown is way over and above in the way they have helped us as a family.		Nothing I can think of. As a matter of fact, the hospital has bent over backwards to operate on my hip during a time that has suited me. This is due to my wife unfortunately suffering with dementia. I therefore asked if my surgery could possibly take place during a school holiday, allowing our daughters to look after my wife whilst I am in hospital. I truly thank you for the way you have sorted this issue out for me and my family. I can never thank you enough.	
30	Tarka Ward	Extremely Likely		The staff are absolutely amazing. Nothing is any bother to any of them. The night staff were brilliant.		No, I can honestly say that as far as I am concerned everything has been fine.	
31	Tarka Ward	Extremely Likely		The staff are friendly and helpful.			
32	Tarka Ward	Extremely Likely		The staff are so kind and helpful.			

33	Tarka Ward	Extremely Likely		The staff have been attentive and kind.		Too many unoccupied beds.	
34	Tarka Ward	Extremely Likely		The staff listen to what the patient is telling them.		Management is top heavy. Perhaps they should do a monthly stint in all medical areas so that they know what's happening.	
35	Tarka Ward	Extremely Likely		Top quality care from all of the hard-working staff.		My care has been excellent, cannot fault anyone. I am not very keen on the breakfast - a boiled egg would be nice but that is picky. I guess.	
36	Tarka Ward	Extremely Likely		Very efficient, kind and friendly, nothing too much trouble.		The food is very bland. Sandwiches were soggy, as if they had been in the fridge overnight.	
37	Tarka Ward	Extremely Likely		Very professional and caring.		The TV service is not good - too expensive.	
1	Victoria Ward	Extremely Likely		Because I got good service & good food, I've been looked after very well.		No, I don't think so.	
2	Victoria Ward	Extremely Likely		Care was very good. The staff always cheerful and kind which always helps when you are ill, it helps your morale.		Maybe a shelf in the dry area of the shower room, also a coat hanger.	
3	Victoria Ward	Extremely Likely		Great team, lovely nursing staff.			
4	Victoria Ward	Extremely Likely		Happy, friendly staff, nothing too much trouble for them.			
5	Victoria Ward	Extremely Likely		I have got a bit jaded about NHS because of Glos Royal experience. The staff here were a breath of fresh air, taking such excellent care of me. I will remember them fondly.		No!	
6	Victoria Ward	Extremely Likely		Staff very caring & treatment extremely thorough.			
7	Victoria Ward	Extremely Likely		The sheer professionalism of the staff - from ward managers to cleaners - and all ancillary staff.			

				Everything just ticked nicely along calmly and with humour and friendliness. Very good teamwork achieves this high level of excellence.			
8	Victoria Ward	Extremely Likely		Very caring, efficient staff. Clean and well maintained daily.			
9	Victoria Ward	Extremely Likely		A very good ward. Excellent staff.			
10	Victoria Ward	Extremely Likely		A well-run and efficient workforce.			
11	Victoria Ward	Extremely Likely		All the staff and patients are friendly.			
12	Victoria Ward	Extremely Likely		All the staff have been excellent. Nothing is too much trouble.			
13	Victoria Ward	Extremely Likely		Been very well treated by all of the staff.			
14	Victoria Ward	Extremely Likely		Friendly, understanding staff. Good communications.			
15	Victoria Ward	Extremely Likely		I cannot speak highly enough of this fantastic ward. The staff are just amazing, absolutely amazing. I would recommend this ward to royalty. Plus, the Sodexo staff are stars.		Only the frustration of the admission and discharge hospitals being different, when I tell you that if that is the case my discharge will be from a London hospital. I always sing the praises of this hospital and the NHS. I feel strongly about automatically being brought back to your original point of admission, this way getting checked out before being discharged home. Another reason I say this is so that my consultant is kept in the picture as to what will have been done to me in the London hospital.	
16	Victoria Ward	Extremely Likely		I have been looked after very well.			

17	Victoria Ward	Extremely Likely		I have been well looked after.			
18	Victoria Ward	Extremely Likely		I think the staff are excellent - very caring, very kind, very efficient and extremely hardworking, doing 12-hour shifts.		Only to find a different way of calling for a nurse during the night. It must be difficult to devise something but it is very annoying to be woken at all times of the night - just a suggestion that something like a light board could be on the nursing station. Plus, it seems that it is the same patients that call for the nurse.	
19	Victoria Ward	Extremely Likely		I have been looked after well by all the ward staff. The cleanliness is excellent within this bay.			
20	Victoria Ward	Extremely Likely		The attitude of the staff. Nothing is too much trouble.		Very good as it is. The food is good. The TV is very expensive.	
21	Victoria Ward	Extremely Likely		The care and attitude of the staff is first class.		Happy with everything.	
22	Victoria Ward	Extremely Likely		The general helpfulness of the staff.		Very impressed with it as it is but more investment would be good.	
23	Victoria Ward	Extremely Likely		The hardworking staff have been good and helpful. The bay is very clean.			
24	Victoria Ward	Extremely Likely		The kindness - nothing is too much trouble.		The toilets are poorly designed - more shelves are needed.	
25	Victoria Ward	Extremely Likely		The staff are all very good.		Satisfied as it is.	
26	Victoria Ward	Extremely Likely		The staff are caring and efficient.		Food needs improvement i.e. particularly portion sizes which are not large enough.	
27	Victoria Ward	Extremely Likely		The staff are just superb - nothing is any trouble for any of them, 24/7. Just amazing people. I am not keen on the food though - I personally do not think it is nutritional enough for hospital		My only concern is when I am discharged. Apparently, when I go to Exeter I will be discharged from there. I am already very concerned as to how I am expected to get back home. My wife is too poorly	

				inpatients. Obviously, the kitchen do their best with what they are allowed. It is frustrating waiting to go to Exeter.		and too old to travel. I am guessing a huge taxi bill will be coming my way. Surely, as I was admitted to Barnstaple, I should be discharged from Barnstaple.	
28	Victoria Ward	Extremely Likely		The staff are just wonderful, so kind and caring along with their very professional attitude, and I do include the Sodexo staff in my comments.		The bells can be a bit noisy at night. The ward is very clean. I find the food more than acceptable - I find the menu is varied, well-presented on the plate and plenty hot enough. Perhaps the shower curtains could be looked at, as when showering they do not seem adequate enough to hold the water jet. This can cause water to escape under the door out into the bay.	
29	Victoria Ward	Extremely Likely		The staff are very friendly and professional.			
30	Victoria Ward	Extremely Likely		The staff are very good - they get through a lot of work.		Build in some quiet time with no visitors. Turn some lights off during the day - wasteful.	
31	Victoria Ward	Extremely Likely		The staff are very good. Any problems are sorted immediately.			
32	Victoria Ward	Extremely Likely		The staff are very kind, very attentive and absolutely nothing is too much trouble in the way they care for us. We are extremely lucky to have staff like this.		I don't think so - I cannot think of one thing. Excellent care at all times. The food and choice is varied and well-cooked for us, served by such lovely happy and cheerful ladies.	
33	Victoria Ward	Extremely Likely		The staff have been very caring and attentive.			
34	Victoria Ward	Extremely Likely		Very friendly and understanding staff.			
35	Victoria Ward	Extremely Likely		Very friendly. Quiet. The staff listen to you as a patient, lovely nursing staff.		A difficult question but, in my opinion, everyone gives of their very best.	

36	Victoria Ward	Extremely Likely		Very helpful and understanding staff who are very dedicated to their job.			
37	Victoria Ward	Likely		Friendly and most helpful staff, very pleasant atmosphere. Nothing too much trouble regardless of time.		Less disturbance in middle of the night, if possible, though I do understand that at times this is unavoidable.	
38	Victoria Ward	Likely		We can't fault the staff on the ward. Some of the communication could have been better. Communication from consultant to patient could have been much better.		We have already given feedback to the ward sister and manager about ways we feel you could improve.	
39	Victoria Ward	Likely		I am sometimes disturbed by other patients.		Good as it is but the food is not so good.	