

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Jul-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		The staff are so nice.		Satisfied as it is.	
2	Alexandra Ward	Extremely Likely		The nurses work very hard.		More staff - the demand on the nurses is too great.	
3	Alexandra Ward	Extremely Likely		I have been looked after excellently.		More money but very good as it is.	
4	Alexandra Ward	Extremely Likely		Everyone is very professional.		At times, the nursing and care is influenced by the pressure staff are experiencing - more staff.	
5	Alexandra Ward	Extremely Likely		I have been treated well.		Satisfied as it is.	
6	Alexandra Ward	Extremely Likely		The staff are so caring and obliging.		Would be nice to be a little quieter.	
7	Alexandra Ward	Extremely Likely		The staff are so good.		Great as it is.	
8	Alexandra Ward	Extremely Likely		Staff are wonderful. The bay is clean.		Waited in A&E for 5.5 hrs mainly in the waiting room whilst in agony.	
9	Alexandra Ward	Extremely Likely		All staff have been very friendly.			
10	Alexandra Ward	Extremely Likely		Food good. Staff are excellent.			

11	Alexandra Ward	Extremely Likely		Caring and helpful staff.		Long wait in A&E.	
12	Alexandra Ward	Extremely Likely		Been treated very well.			
13	Alexandra Ward	Extremely Likely		Very friendly staff and a quiet bay.			
14	Alexandra Ward	Extremely Likely		Well looked after by all the staff.		The bay is very warm - fans are in short supply.	
15	Alexandra Ward	Extremely Likely		The staff are very attentive.		More nurses are needed - they appear to be overworked at times.	
16	Alexandra Ward	Extremely Likely		Well looked after.			
17	Alexandra Ward	Extremely Likely		The staff could not do more.		All good.	
18	Alexandra Ward	Extremely Likely		The staff are so kind, especially the Sodexo staff.		It is too hot on the ward. The Sodexo ladies are absolutely amazing, polite and the ward is spotless.	
19	Alexandra Ward	Extremely Likely		The nurses are good.		The ward environment could do with an update.	
20	Alexandra Ward	Extremely Likely		I never have to wait for anything.		Too hot on the ward but, otherwise, it is all good.	
21	Alexandra Ward	Extremely Likely		The caring and human approach of the nursing staff.		The staff do everything they can. The food is adequate.	
22	Alexandra Ward	Extremely Likely		My care has been of the highest standard. I'm early stages of Alzheimer's so I need to have a lot of help.		No, absolutely nothing. I have found the food more than acceptable, and I must say the ward is just so clean. All credit to the staff responsible.	
23	Alexandra Ward	Extremely Likely		The staff are very patient and kind, they cannot do enough for you at any time of the day. At times, I feel for them, they all work very hard.		No. I think all the staff, from the housekeepers to consultants, are doing a wonderful job. I feel I am being supported in every possible way. Admire them all, thank you.	
24	Alexandra Ward	Extremely Likely		100% recommendations. The staff are just amazing, truly amazing. There is absolutely		Not really. I am very impressed actually. The communication has been excellent. I have enjoyed the	

				nothing that is any trouble to them. A credit to themselves and the NHS.		food I have eaten and the ward is just so clean. The cleaning staff and food staff always have a lovely smile and a kind ward, as do the nurses. I arrived via ambulance and then A&E and they were also excellent in the way they cared for me.	
25	Alexandra Ward	Extremely Likely		Excellent staff that give care and support at all times.		There is nothing that I can honestly think of. Maybe more help for the staff, as they are always just so busy.	
26	Alexandra Ward	Extremely Likely		The staff do wonders with the care they give. There are times when it is obvious they need more staff, as they are rushed off their feet.		Not really. The food is more than acceptable. Cleanliness is of the highest quality.	
27	Alexandra Ward	Extremely Likely		The staff are just absolutely brilliant, giving top quality care at all times.		No. I don't think there is any way you can improve the care you give to us patients. The food is very good and, my word, so clean and tidy.	
28	Alexandra Ward	Extremely Likely		Just so impressed with the professional quality of care shown to not only myself but other more needy patients in the bay. So much genuine care and support shown.		A difficult question. To be honest, there is nothing that comes to mind. The staff seem to be in full control. As I said earlier, very professional.	
29	Alexandra Ward	Extremely Likely		Does 50 out of 10 sound high enough? I am on holiday but had a nasty fall and finished up on this ward. I am being well looked after.		Absolutely nothing at all, thank you. I cannot believe how clean the place is as well, plus the food. The Sodexo staff are brilliant - every one of them. A great hospital.	
30	Alexandra Ward	Extremely Likely		Absolutely brilliant. I am honestly delighted with the care.		No, nothing at all that comes to mind.	
31	Alexandra Ward	Extremely Likely		The nurses and staff are very friendly, always making sure all is		I know it's early days, but would like to be kept up-to-date more	

				well pain-wise etc.		with whatever plans the doctors have for me.	
32	Alexandra Ward	Likely		They were very good to me, especially [names withheld]. I'm a hard person to deal with but they were good to me.		N/A.	
33	Alexandra Ward	Likely		The staff are very good but it can be noisy at night due to patients transferring.		Happy but for the noise at night.	
34	Alexandra Ward	Likely		It was very busy when I arrived but the care is brilliant.		More funding would be good.	
35	Alexandra Ward	Likely		Attentive and compassionate staff.		All good.	
1	Capener Ward	Extremely Likely		Only problem, they seem to need more staff. Otherwise, staff most helpful.		More staff needed.	
2	Capener Ward	Extremely Likely		The staff are very good, always there for you when needed. I must say the ladies do a wonderful job with the cleaning, always spotless. The food is also surprisingly good, I was expecting a lot worse.		Not really, everything seems ok.	
3	Capener Ward	Extremely Likely		Very caring, very kind, nurses all doing a job to the highest standard. Absolutely nothing is any trouble for them.		I don't think so. After being in the navy, this place is like a 5-star hotel.	
4	Capener Ward	Extremely Likely		110% professional, kind and caring. I could adopt them all. This ward in our hospital is just wonderful. Thank you to all the staff.		Nothing that comes to mind. Always clean. Good food. Plus, of course, the fabulous staff.	
5	Capener Ward	Extremely Likely		The care from the staff is way over and above expectations. Nothing, and I mean nothing, is any trouble to these amazing, professional, kind people.		No, I will not have a word said about our lovely hospital. Clean. Good food. Great staff.	

6	Capener Ward	Extremely Likely		Very good, all of them. They are all just so kind and caring at all times.		No. I think our hospital is doing a fantastic job - doctors and nurses with our care and Sodexo with the cleaning and the food. They are also very kind and hardworking people. I think actually the food is good, served up nice, hot and always with a lovely smile.	
7	Capener Ward	Extremely Likely		Very good indeed - everyone. They are just so professional in everything they do. I honestly thought I had been brought into a private ward - that tells you how highly I rate my care.		Only by giving more help to these hardworking people.	
8	Capener Ward	Extremely Likely		Very good care, very cheerful, friendly and caring. It is obvious to me the concern they show to patients .		Nothing at all that I can think of.	
9	Capener Ward	Extremely Likely		Very good service. I cannot fault it.		You would be unable to improve on the service here. It is all excellent.	
10	Capener Ward	Extremely Likely		The service is first class.		All good.	
11	Capener Ward	Extremely Likely		The nurses care well for you.		I cannot think of anything.	
12	Capener Ward	Extremely Likely		The food is good. Very nice nursing staff.		All good here.	
13	Capener Ward	Extremely Likely		Nothing is too much trouble for the staff.		You cannot improve anything - everything is so good.	
14	Capener Ward	Extremely Likely		The staff are so happy to help you with a smile.		All good - cannot fault the service on this ward.	
15	Capener Ward	Extremely Likely		The staff are friendly and helpful - it is almost home from home.		All good.	
16	Capener Ward	Extremely Likely		The nurses are very nice, pleasant, friendly and chatty. The doctors are also very good. The bay is kept clean. The choice on		None.	

				menu is ok and the food is satisfactory.			
17	Capener Ward	Extremely Likely		All the staff have been very caring, gentle, helpful people. The bay is comfortable and always clean. I can't find fault with anything. Even if something you need is on another ward they will go and fetch it. The food is very good but the portions are on the large size when you are not up to eating much and I don't like to waste food, and I only order the smallest portion.		No, everything is covered as far as I am concerned.	
18	Capener Ward	Extremely Likely		Everything has been ok, I have been well looked after by all the staff. The bay has been clean and it is quiet so I have been able to sleep.		None.	
19	Capener Ward	Extremely Likely		The staff are so friendly and helpful.			
20	Capener Ward	Extremely Likely		A bit noisy at night due to both staff and patients.			
21	Capener Ward	Extremely Likely		The staff have been very good, attentive and helpful.			
22	Capener Ward	Extremely Likely		The staff have been very nice to me.			
23	Capener Ward	Extremely Likely		The staff are very friendly and helpful.			
24	Capener Ward	Extremely Likely		The care and attention received have been very good and helpful.			
25	Capener Ward	Extremely Likely		I have been treated very well by all the staff.			
26	Capener Ward	Extremely Likely		The staff have been excellent and understanding.			
27	Capener Ward	Extremely Likely		The staff are friendly and understanding.			

28	Capener Ward	Likely		The staff are very quick to answer the bell when I ring for help. The attention they give is good. I am in a side room where there is more privacy.		None.	
29	Capener Ward	Likely		The nurses are caring and friendly. The ward is lovely and clean. The food is not bad but it could be improved.		None.	
1	Caroline Thorpe Ward	Extremely Likely		The staff are extremely caring and approachable, always there ready to help. Also, the way in which the staff have helped me.		No, there is nothing at all I can think of.	
2	Caroline Thorpe Ward	Extremely Likely		The staff are just so very attentive, kind and caring.		No, excellent care. Came here straightaway from Devon Doctors, straight up onto the ward, and quickly seen by a doctor. Very good, high quality care at all times.	
3	Caroline Thorpe Ward	Extremely Likely		The first class staff have been very good indeed. Really attentive, informative, kind and caring.		Nothing at all we can think of. Impressed with all the care shown. Very quickly seen in A&E, then soon over onto the ward.	
4	Caroline Thorpe Ward	Extremely Likely		The doctors and nurses are trying to get me better. They have given me medicine that doesn't taste very nice, but hopefully it will quickly make me better.		Caroline Thorpe have been, as usual, truly amazing. However, I do have an issue with some of the A&E staff. They must just learn to listen to a child's parents, especially when that child is in no fit condition to answer for themselves. Our daughter has an unusual condition. I was trying to get the doctors to listen to me, as I had medication already with me to give immediate help, but it was a case of 'we know best'. Fortunately, a more senior doctor arrived and took control,	

						immediately transferring our daughter to resuscitation. From then, everything calmed down but that was some five hours later, with us shouting and our daughter frothing at the mouth. I shall be taking it up with PALS. I suggest that some doctors need to have a lesson in communication, as listening is more important than speaking out all the time. I hope from now on I am allowed to bring our daughter straight to the ward, and not go through A&E again.	
5	Caroline Thorpe Ward	Extremely Likely		All the nurses are really nice. Always there to help.		A very high standard of professional care at all times. I cannot find much food that I like, I am a bit fussy, just do not like the food.	
6	Caroline Thorpe Ward	Extremely Likely		Only been on the ward a short time, made extremely welcome and comfortable, no issues whatsoever.		Nothing so far. Of course, I will let you know if we come across anything, but all is fine up to this time. Arrived via fracture clinic - wow, those staff were run off their feet.	
7	Caroline Thorpe Ward	Extremely Likely		The staff made us very welcome, their support for both our son and myself has been 1st class. Very good indeed.		No, just very grateful for what you have done. Good communication from everyone, thank you to everyone.	
8	Caroline Thorpe Ward	Extremely Likely		We are on holiday and our daughter had a fall. Finished up in fracture clinic, which was full on. Just the waiting really. Hoping someone can help us soon. I feel communication could have been better between the doctors - asked to be here for 7-30am this		Apart from communication, everything has been very good. The nursing staff, both in fracture clinic and Caroline Thorpe, have been very good.	

				morning, told would be going to theatre first, and here we are at 9.45am still waiting. No one has communicated with us. Difficult when I have my husband and other children on holiday with us.			
9	Caroline Thorpe Ward	Extremely Likely		Just made so welcome by a very caring team of doctors and nurses, all very supportive at all times.		Nothing. I can assure you we have received 100% kindness and care since the moment we arrived.	
10	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Brilliant care and support from whole team! Doctor was amazing with my toddler, made the day less stressful. Thank you everyone!	Support, care, playroom, comfortable seating.	Air-con please.	
11	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Helpful, caring & friendly.		Quicker food for little ones.	
12	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Really nice, attentive staff. We were lucky and had a quiet night. All very friendly. Very friendly surgeon and team.	My son was made very comfortable, as was I when I stayed overnight with him.	Nothing.	
13	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Really helpful & friendly staff. Everyone has been lovely.	A great team of staff.	Nothing, all great.	
14	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	[Name withheld] said he was well looked after but said he's not ready to go home until he's had his chocolate cake.	Friendly & helpful staff.	Couldn't fault anything.	
15	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Our son was cared for really well. It has been a very good experience.	Care, attention & friendly staff.	The wait time for antibiotics so we could go home.	
16	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Every single person we encountered was patient, kind, caring and took the time to explain to us what we could expect which took the worry away from my son.	Amazing - I was even allowed to stay - as a bed was provided for me.	Absolutely nothing.	

17	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff were helpful, understanding and explained everything they did. The school room was excellent and helped entertain my daughter during her stay, providing educational and fun games.	Caring staff. Good facilities and provision.	Perhaps a drinking water tap that is easier to get to than the one off the ward.	
18	Caroline Thorpe Ward	Yes	Patient	Because there was lots to do and the nurses were really nice.	The school & games.		
19	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly and caring staff. They reassured me that they were doing everything they can to ensure my baby was ok. Thank you!	Caring & kind staff.	Nothing.	
20	Caroline Thorpe Ward	Yes	Not entered	Amazing ward, very friendly nurses and staff, everything amazing!	Everything!		
21	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	They are very helpful & make you feel comfortable. My daughter wasn't the easiest but they were patient and helped her take the medicine she needed, and made sure I can do it too. Thank you for helping my daughter.	They helped straightaway. Made us feel comfortable, very pleasant & lovely people.	Nothing.	
22	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, helpful nurses.	Helping to entertain the baby during op's [illegible] being very helpful.	No.	
23	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very good empathy and always ready to help.	Really good care and qualified staff.	N/A.	
24	Caroline Thorpe Ward	Yes	Patient	Because they have been taking great care of me.	I was able to meet new people.	It was perfect.	
25	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very welcoming and kind staff. Made such an amazing effort with my little man even though he was really grumpy. Helped my son on his way to be a happy and cheery boy again.	Staff - doctor & nurses amazing. Made me & my husband feel at ease and happy.	Nothing.	

26	Caroline Thorpe Ward	Yes	Not entered	Because people always check on me and help calm me. Also, the food is nice!	Loved the food and the caring staff.	Nothing.	
27	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Was seen quickly, tried several things as been in previous times with same thing. Have a plan to go home and try. All staff were brilliant and my son given lots of toys to play with for distraction.	As previous. Staff nice. Efficient. Son kept entertained although unwell.		
28	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
29	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff have been amazing. So kind and patient, and fantastic at teaching me all I needed to know.	Everything!	Nothing, this is an amazing place!	
30	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	This is an amazing ward and hospital from as soon as we got here the staff were brilliant friendly and wonderful.	Everything was good. All staff were wonderful.		
31	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
32	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely staff, and consultants very informative and reassuring. Thank you!	Staff.		
33	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Incredible staff. Felt very well looked after.	Plenty of tea & toast.		
34	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The care my son has received has been amazing. We are on holiday but the care and treatment has at least been very positive even if we've encountered difficulties with my son's health. Thank you!!	The nurses, Dr's and everyone else being extremely friendly, helpful but also informal, thank you so much.	We wish you were our local hospital!	
35	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Pleasant staff.	Clean rooms.		
36	Caroline Thorpe Ward	Yes	Not entered	[Name withheld] the nurses helped me - [name withheld] my nurse. The doctors and nurses were kind. The doctors were	My teddy & medal. My DVD I was allowed to watch.	Nothing.	

				funny & made me laugh. In A&E, they gave me my teddy 'Ruby' and she got a plaster on her arm like me. I got a medal too.			
37	Caroline Thorpe Ward	Yes	Patient	Friendly staff, helpful.	Just like my first visit. I couldn't fault it.		
38	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everything is ok.	Staff were friendly and helpful.	Less time waiting.	
39	Caroline Thorpe Ward	Yes	Not entered	There is lots of games / toys, everyone is nice, very helpful.	Staff, toys.	Nothing.	
40	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone was very kind and helpful. It was my daughter's first experience of hospital and she has left happy!	Staff.		
41	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Clean hospital & friendly staff.	Staff.	N/A.	
42	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful and made our daughter comfortable and at ease.	Liked the playroom.	Nothing.	
43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Extremely friendly, helpful & informative.	Made patient feel relaxed & comfortable whilst explaining procedures.	Had patient's consent form & not a photocopy. Original held in A&E.	
44	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff is very friendly and helpful.	It was good for my son to have the playroom as a distraction.	Nothing.	
45	Caroline Thorpe Ward	Yes	Patient	This place has made me feel better mentally and physically. I am now confident I will do better at home.	Everything was good even if I did get slightly too hot.	As long as I am well, nothing needed to be changed.	
46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff were very kind and helpful.	Nothing apart from one of the showers didn't work properly.	Quicker discharge.	
47	Caroline Thorpe Ward	Yes	Not entered	Lovely staff.	Everyone was lovely.	Nothing.	
48	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Our son has had a couple of admissions over the last 5 weeks and all times he has been very well looked after as well as myself. Everyone is always	[Name withheld] was encouraged to join in with activities and all staff very kind.	Nothing more.	

				smiling and reassured us at all times. Thank you all.			
49	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, helpful staff. Very thorough!	Attentive towards my other two children.	Not sure.	
50	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very kind, attentive staff and very thorough. Everything was explained clearly and everyone was lovely!	Overleaf.	Nothing.	
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent staff who provided great care.	My son liked the chicken nuggets and chips. Great to have portable DVD player.	Nothing. Thank you.	
52	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Support, toy room, school, honesty.	How fast they jumped on meds and constant monitoring.	Maybe a discount code for parents who go in the cafeteria.	
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
54	Caroline Thorpe Ward	Yes	Patient	The people are welcoming & nice.	I was safe.	Nothing.	
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, approachable staff. Very understanding of my daughter's dislike of medicine & effectively gave it. Clean environment. Lot to entertain children.	See above.	Nothing.	
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Ward clean / tidy. Staff - helpful, supportive, kind.	Kept informed about my babies condition, what was happening - nurses supportive of his feeding.	The showers! Need fixing.	
57	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	You were all very kind and caring towards us and made us feel a lot better at a very difficult time. All the staff have been very thoughtful and have done a wonderful job caring for our baby.	We were made to feel 'at home' and with constant hospital visits with our very sick baby this is just what we need.	Nothing. Everything was brilliant as always from the cleaners to the consultants. We were pleased and happy with everything and everyone!	
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff were really friendly & reassured my daughter. You can tell all staff genuinely care & had a smile every time they came in. Staff also included child in her	Staff made sure parents were comfortable & informed at all stages while child was cared for.	Absolutely nothing.	

				care rather than exclude her to talk to parents.			
59	Caroline Thorpe Ward	Yes	Not entered	Because the staff are very friendly and put your mind at rest.	The day room was fantastic.		
60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	I bought my 4-day old daughter in as was worried about her having the poos and from the moment I came thro' the door the staff had both of our care under control and our best options in their sights. Brilliant.	The care of all staff.	Nothing.	
61	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The doctors are very nice and caring. My nurse was very nice and was there and would always make sure I was ok.	That I was checked up on regularly and was taken care of very well.	Nothing.	
62	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All of the staff are so friendly and looked after [name withheld] brilliantly. We could not ask for better treatment for our little boy. Thank you!	Staff are all fantastic. Meds given to mum are always very tasty.	Nothing, everything was great!	
63	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	This has been without doubt the finest example of care. Gold standard, timely, friendly, professional - truly exceptional. We are so grateful. Thank you.	Everything - fantastic care from start to finish.	Nothing - how often can you say that about the poor NHS!	
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff. Nice and clean.	Staff were lovely, always checking to see if we were ok.	No.	
66	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff, very helpful & understanding.	The staff were very understanding.	Air conditioning.	
67	Caroline Thorpe Ward	Yes	Patient	Well cared for, all treatment worked out.	Kept well medicated and tended to frequently.	No catheter.	
68	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone has been so lovely & helpful. The 3D TV was a great distraction & everyone made a	[Illegible]		

				real effort. Thank you.			
69	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Explained thoroughly about what was happening.	Friendly staff.	Very hot in the room.	
70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely staff who really went the extra mile to look after our son when he was ill during our holiday in Devon. Nothing was too much trouble and the care was really excellent. Thank you!	The staff were excellent. Really went above and beyond. Very, very clean ward!	Nothing.	
71	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, friendly staff. Playroom is great to keep little ones entertained.	Staff kept me up to date with what was going on. Staff were very good with my little boy.	Nothing. The word is very hot though!	
72	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Quality of care, promptness of diagnosis - very happy with the attention given to our daughter.	Quickness of diagnosis. Level of care received. Kindness of Dr's and nurses.	Nothing.	
73	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The care [name withheld] has received has been faultless. The nursing staff have been terrific. We've used the ward whilst on holiday so had to decamp here as a family. The consideration & support that has been so helpful to us.	See above.	N/A.	
74	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Absolute fantastic care has been given to my son from the moment he was brought into hospital. Absolutely outstanding care from everybody we saw from A&E right up to Caroline Thorpe / Dr's, nurses, surgeons, consultants.	The care & compassion from all members of staff.	Can't think of anything.	
75	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Really lovely staff and very thorough which is so reassuring. Very well looked after.	The compassion and care. Staff took the time to really talk things through.		
76	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff & good care.	Felt my son was being well looked after.	Nothing!	

77	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the doctors, especially the nurses, have been very friendly and accommodating. Treating our child with great care. [Name withheld] was excellent taking bloods, thoroughly explaining and keeping us entertained. Would come back but hope we don't have to.	Friendly staff, clean ward.	Nothing.	
78	Caroline Thorpe Ward	Yes	Not entered	The staff are really helpful & nice.	Because if you are scared they will look after you.	Nothing.	
79	Caroline Thorpe Ward	Yes	Not entered	The staff are really friendly and looked after my little girl while she was on the ward. Explained everything really well. Thank you.			
80	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly & helpful staff. [Name withheld] was lovely, good helper.	We did not stay.	Nothing.	
81	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	[Name withheld] has been really lovely and great with our 17-month old son. You can tell she's passionate about children & her role.	Welcoming and attentive staff. Fantastic playroom!	Nothing staff-wise. Recycling facilities. Maybe steam clean floor as well as mop? My son's feet were black!	
82	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone on the ward has been so supportive and so amazing. My son has had fantastic care from the Dr's and the nurses, they have all looked after us all so well.	Everyone has been so kind and caring and made sure my son has been looked after and comfortable whilst we have been here. We can't thank them enough.	My son said; not put gravy on the turkey. Everyone works so hard. Thank you.	
83	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, welcoming caring staff who went above and beyond to care for [name withheld]. Always well informed. Felt [name withheld] was in the best hands.	Staff looked after [name withheld] exceptionally well. Always checked we were comfortable, asking if we wanted drinks etc. Kept well informed.	It would be great if there was a quicker system for getting meds. Each time we have been we've waited hours blocking a bed and delaying home time.	
84	Caroline Thorpe Ward	Yes	Not entered	Staff are very welcoming and helpful, did amazing with my son, nothing was too much to ask for.	Lovely staff, helpfully.	Nothing.	

85	Caroline Thorpe Ward	Yes	Not entered	Great care from all the staff here after a worrying time with my baby son whilst on holiday in Devon. Big thanks to the lovely nurse who brought me tea & toast to keep me going!	See overleaf.	Nothing.	
86	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	They look after you, they are really nice to you and they don't force you to do anything you don't want to!	How kind and helpful everyone has been.	Nothing.	
1	Fortescue Ward	Extremely Likely		Very good, first class.			
2	Fortescue Ward	Extremely Likely		Very good.			
3	Fortescue Ward	Extremely Likely		Extremely happy with the pain team who have listened to me. Also, first ward to listen to me about my mother choking (small bites) & needed a frame & not to walk on own with stick.		Get the government to give you more money, then more nurses & more time for patients & yourself.	
4	Fortescue Ward	Extremely Likely		The staff are very good.		The food is ok. Satisfied as it is.	
5	Fortescue Ward	Extremely Likely		It cannot be faulted. The staff are very caring.		No complaints - happy as it is.	
6	Fortescue Ward	Extremely Likely		The staff are always kind and helpful.		Very good as it is.	
7	Fortescue Ward	Extremely Likely		Staff are good.			
8	Fortescue Ward	Extremely Likely		Well looked after by all staff.			
9	Fortescue Ward	Extremely Likely		Treatment has been second to none, very attentive staff.			
10	Fortescue Ward	Extremely Likely		A pleasant atmosphere. The staff are very good.			
11	Fortescue Ward	Extremely Likely		Everyone has been so kind and understanding.			

12	Fortescue Ward	Extremely Likely		The staff in the ward are very pleasant and helpful.			
13	Fortescue Ward	Extremely Likely		Amazing care at all times. I just feel so sorry for the staff with some of the very poorly patients with dementia, it must be very difficult for them, I admire the staff so much for the time they have to spend caring for them.		This is definitely not a complaint, but a suggestion that really poorly dementia patients could be put more together, making it easier for the staff to cope.	
14	Fortescue Ward	Extremely Likely		100% dedicated nursing staff, treating all of us no matter what our problems are. They do absolutely anything they possibly can caring for us. I think they work harder than a farmer like I used to be - angels all of them.		No, only to say a huge thank you for the care and kindness shown to me. Treated with such dignity at all times. The staff as well that clean and feed us, spotlessly clean at all times, plenty of cups of tea, good food served with a smile and a kind word at all times. Basically, first class care. I cannot give more praise than that.	
15	Fortescue Ward	Extremely Likely		Absolutely wonderful nursing staff.		I don't think so, I cannot always remember things.	
16	Fortescue Ward	Extremely Likely		Nothing is too much trouble for the staff. More nurses are needed.		Ensure that being a non-smoking site means being a non-smoking site.	
17	Fortescue Ward	Likely					Do not publish
18	Fortescue Ward	Likely		Friendly, caring staff.		Satisfied as it is.	
19	Fortescue Ward	Likely		The nursing has been good.			
20	Fortescue Ward	Likely		Myself, I think in here a bit too long, fed up with the routine, fed up with the same food all the time, boring really. Not at all to my taste.		It would be nice to have a catheter that wasn't so sore. The nurses are great. I am just a moaner I guess.	
1	Glossop Ward	Extremely Likely		Made me feel welcome & no judgement.		More green vegetables on menu.	

2	Glossop Ward	Extremely Likely		Received full care and attention during my stay. Staff are under full pressure but manage admirably.		In-house catering!	
3	Glossop Ward	Extremely Likely		Staff very helpful & understanding. Hope I don't have to send a friend or family.		Get prescription up earlier, so you can go home.	
4	Glossop Ward	Extremely Likely		The fantastic care given to me during my stay. Thank you.		No.	
5	Glossop Ward	Extremely Likely		Everyone on all levels was courteous and kind I am so grateful for the NHS.			
6	Glossop Ward	Extremely Likely		I'm very grateful for all the help, very efficient staff. Nothing too much trouble.		Communication.	
7	Glossop Ward	Extremely Likely		Very helpful staff, caring and understanding, always smiling. xxx			
8	Glossop Ward	Extremely Likely		For all the help & care. Nothing was too much trouble. Everyone so kind & caring. Couldn't wish for better treatment. Well done to all the nurses & doctors.		No.	
9	Glossop Ward	Extremely Likely		Staff have been very caring and understanding. Always happy to help make my stay as comfortable as possible.		Better communication between doctors and staff concerning changes in medication would help reduce anxiety.	
10	Glossop Ward	Extremely Likely		Staff are very helpful and caring. My stay has been most helpful. Thank you.			
11	Glossop Ward	Extremely Likely		All the nurses and doctors have been wonderful.		None.	
12	Glossop Ward	Extremely Likely					
13	Glossop Ward	Extremely Likely		Very well cared for on this ward. Feel safe and well looked after.		Ban all perfumes / sprays (body) so anyone visiting the ward is aware. Ban anyone other than patient	

						from sitting on beds.	
14	Glossop Ward	Extremely Likely		Fantastic nurses - friendly & caring.		Fixing tap in bay 2 - Glossop, constantly dripping!	
15	Glossop Ward	Extremely Likely		Couldn't wish for better attention & service.			
16	Glossop Ward	Extremely Likely		Everyone fully committed to making sure I was comfortable and had everything I needed, always cheerful and polite.		No.	
17	Glossop Ward	Extremely Likely		For the love and care I have received from all staff involved and thank them all for saving my life. Drink, as I know, is a killer.		Better ear plugs.	
18	Glossop Ward	Extremely Likely		1st class attention at all time when needed.		For partially-sighted patients, could put information next to name as you can't tell from looking at person.	
19	Glossop Ward	Extremely Likely		All staff were pleasant, polite and helpful if you needed a answer about any issues you have.			
20	Glossop Ward	Extremely Likely		Excellent staff on the ward. Impressed by the love & care shown by all members of the staff on the ward & others.			
21	Glossop Ward	Extremely Likely		First class assistance from MAU Unit and Glossop Ward. But food better in Glossop. All very attentive.		At night, beeping machines need attending to asap, disturbs sleep patterns.	
22	Glossop Ward	Extremely Likely		All the nurses are fantastic and work so hard. Regards, [name withheld].			
23	Glossop Ward	Extremely Likely		Wonderful care. Nurses staff brilliant. Food good.			
24	Glossop Ward	Extremely Likely		The care, attention and efficiency was top quality. And the wifi was a bonus!		Only negative is the parking!	

25	Glossop Ward	Extremely Likely		It is a lovely ward and staff are lovely.		No, I am very pleased.	
26	Glossop Ward	Extremely Likely		Doctors, nurses and even support staff have been so dedicated, nothing has been too much trouble for any of them. Very grateful patient.		Less use by patients of TV and telephones after 8pm!	
27	Glossop Ward	Extremely Likely		Ample staff, appeared well trained and well motivated. Knowledgeable and helpful and nothing seemed too much trouble, even at busy times. Overall, excellent performance!			
28	Glossop Ward	Extremely Likely		All the staff are very friendly, do all they can and more than helpful. The place is spotless.		Not really, their doing brilliant as it is.	
29	Glossop Ward	Extremely Likely		Very helpful.		None.	
30	Glossop Ward	Extremely Likely		Great care, great nurses.		No.	
31	Glossop Ward	Extremely Likely		The treatment and support we were given by the nursing staff was excellent. Everyone was so friendly, we felt at ease, it was like a big family.		No, the service we received was excellent.	
32	Glossop Ward	Extremely Likely		Kind, helpful and did everything they could for my health and comfort to make me better.			
33	Glossop Ward	Extremely Likely		The staff are very caring and understanding.			
34	Glossop Ward	Extremely Likely		A quiet and friendly ward.			
35	Glossop Ward	Extremely Likely		A very busy ward - the staff are always on the go.		The food - porridge is only lukewarm.	
36	Glossop Ward	Extremely Likely		The staff are excellent.			

37	Glossop Ward	Extremely Likely		Kind and considerate staff.			
38	Glossop Ward	Extremely Likely		The staff are kind and understanding.			
39	Glossop Ward	Extremely Likely		A good level of care by everyone - nursing, doctors, Sodexo.		All portion sizes, whether large, medium or small are all the same size when it arrives.	
40	Glossop Ward	Extremely Likely		All the staff are helpful and friendly.			
41	Glossop Ward	Extremely Likely		Helpful, dedicated staff.			
42	Glossop Ward	Extremely Likely		The staff have been good.		More nursing staff, mainly during the day. to ease their existing workload.	
43	Glossop Ward	Extremely Likely		Staff are very helpful and friendly.			
44	Glossop Ward	Extremely Likely		Staff have been excellent, warm and friendly, nothing too much trouble and they work together as a team			
45	Glossop Ward	Extremely Likely		Standard of care has been excellent.		Food could be improved, rather tasteless and unappetising.	
46	Glossop Ward	Extremely Likely		Hardworking, dedicated staff			
47	Glossop Ward	Extremely Likely		The staff are excellent, nothing is too much trouble.			
48	Glossop Ward	Extremely Likely		The care received has been excellent.			
49	Glossop Ward	Extremely Likely		Well looked after by all the staff.			
50	Glossop Ward	Extremely Likely		The care has been very good, staff are friendly and attentive.			
51	Glossop Ward	Extremely Likely		Well looked after by all the staff.			
52	Glossop Ward	Extremely Likely		I have been treated very well. The ward is clean.			

53	Glossop Ward	Extremely Likely		The staff are all very kind.		The staff do very well as it is.	
54	Glossop Ward	Extremely Likely		The kindness of staff but it can be very busy and hectic.		The ward can be too noisy but individuals do a good job.	
55	Glossop Ward	Extremely Likely		The atmosphere in the ward is relaxed and the staff are flexible.		Communication between ward staff and doctors could be improved.	
56	Glossop Ward	Extremely Likely		The attention and care is first class.		Very good as it is.	
57	Glossop Ward	Extremely Likely		Staff dedication, care and kindness.		It is perfect as it is.	
58	Glossop Ward	Extremely Likely		Very friendly staff.		Food could be improved.	
59	Glossop Ward	Extremely Likely		The staff are friendly, efficient and helpful.		The food needs more greens.	
60	Glossop Ward	Extremely Likely		The nurses are genuinely concerned about your health.		The service has been very caring.	
61	Glossop Ward	Extremely Likely		A lovely place. The care is wonderful.		No.	
62	Glossop Ward	Extremely Likely		The nursing staff are always available to help.		Happy the way it is.	
63	Glossop Ward	Likely					
64	Glossop Ward	Likely		Got all care & attention needed. Food was satisfactory. All staff very pleasant.			
65	Glossop Ward	Likely		Friendly staff.			
66	Glossop Ward	Likely					
67	Glossop Ward	Likely					
68	Glossop Ward	Likely		Staff all very helpful.		Very good service.	
69	Glossop Ward	Likely					Do not publish
70	Glossop Ward	Likely					
71	Glossop Ward	Likely		Caring nursing.		Not to lose my hearing aids and inhalers, clothing to fit.	
72	Glossop Ward	Likely		I know I came in after 6.00pm but was surprised how dirty the		If a ward has been emptied as bay one, to get someone to go around	

				floors and bathroom area was at the time, although the next morning it was cleaned very well. Food was excellent and nurses (under a lot of pressure) were a pleasure.		the floors and bathrooms.	
73	Glossop Ward	Likely		Friendly staff.			
74	Glossop Ward	Likely		Friendly staff.			
75	Glossop Ward	Likely		Only in this ward overnight. However, staff friendly, helpful and kind. Nothing too much trouble. [Name withheld]		Speed up your discharge process. Have been waiting 4 hours since the doctor said I could and now I have missed my lift! 2pm.	
76	Glossop Ward	Likely		I was very happy on the ward and staff were very good.			
77	Glossop Ward	Likely		I found difficulty to sleep [illegible] at the night.			
78	Glossop Ward	Likely		Visitors to other patients can be disruptive.		The TV can be very expensive.	
79	Glossop Ward	Neither Likely nor Unlikely		On our first time here all the staff were fighting to get us moved to the right ward. Our second time on the ward I had to sleep in the chair as there wasn't a bed for me to use. There wasn't even a pillow or blanket. Last night I felt the staff were rude to me.		Listen to the advice provided from the parents / carers, make sure there are sleep items for parents.	
80	Glossop Ward	Neither Likely nor Unlikely					Do not publish
81	Glossop Ward	Extremely Unlikely		The staff don't know how to cope with my situation. It was excellent in MAU but the ward appears not to have read the case notes.		The consultants need to listen to patients, and introduce themselves.	
82	Glossop Ward	Not entered					Do not publish

1	King George V Ward	Extremely Likely		Professional staff, friendly and efficient nurses & catering team. Wards are clean, and food is good.			
2	King George V Ward	Extremely Likely		Staff excellent / kind & caring.			
3	King George V Ward	Extremely Likely		Fantastic staff & care, a credit to the NHS.		None.	
4	King George V Ward	Extremely Likely		I found all staff to be very helpful and full of understanding.			
5	King George V Ward	Extremely Likely		Friendly staff who were very polite & professional, chased up results & medications, very pleasant people.		Faster discharge & medication.	
6	King George V Ward	Extremely Likely		The staff were so lovely and helpful and went above and beyond their job descriptions and the cleaning & food team were friendly also. Made my stay bearable.		Nothing that comes to mind.	
7	King George V Ward	Extremely Likely		The staff are all very helpful, knowledgeable & kind and work really well as a team.		It is already very good.	
8	King George V Ward	Extremely Likely		All the staff have been kind and considerate, nothing too much trouble, even if it's just a chat you need.		No.	
9	King George V Ward	Extremely Likely		I was looked after very well. I couldn't fault the nursing or friendliness. I felt, at all times, I was the only one they were looking after.		None.	
10	King George V Ward	Extremely Likely		The nurses & staff are very attentive, nothing is too much trouble, they seem a happy bunch, reflects in their work.			

11	King George V Ward	Extremely Likely		[Name withheld] - [illegible] amazing hand washing. Very kind nurses in general. [Name withheld] - fabulous, understanding, made my daughter feel at ease. [Name withheld] - kind, sympathetic. Music - HCA very good at understanding of a [age omitted] year old.		Food not great. Sodexo staff arguing in front of patients and talking very loudly in AAA whilst consultant trying to talk to us.	
12	King George V Ward	Extremely Likely		Staff are attentive and make you feel welcome.			
13	King George V Ward	Extremely Likely		Staff members are good in the main. However, one staff member at night was not kind or considerate.		All good.	
14	King George V Ward	Extremely Likely		Friendly, helpful staff.		All ok.	
15	King George V Ward	Extremely Likely		Care and kindness of staff, nothing is too much trouble.		Cannot improve on anything, they are all angels.	
16	King George V Ward	Extremely Likely		The staff are very attentive.		All good.	
17	King George V Ward	Extremely Likely		The staff are all good.		All good.	
18	King George V Ward	Extremely Likely		The staff are there when you need them.		The main bathroom needs cleaning - faeces all over the place and a smelly bedpan left on the side (note: our volunteer spoke with the ward manager and the issue was rectified). The doctor did not explain anything only gave information sparingly. I have to have a scan - I do not know what for or why.	
19	King George V Ward	Extremely Likely		All the staff appear friendly and cheerful, particularly the day staff. I am currently in a side		None.	

				room which is kept clean.			
20	King George V Ward	Extremely Likely		The staff are kind, smile and are polite. There is nothing to complain about. The food is good with appropriate portion size, especially as it is mass produced. We are provided with plenty of cold and hot drinks.		None.	
21	King George V Ward	Extremely Likely		The ward is nice and quiet. There are always nurses around when you need them - I have never had to use my buzzer. The food has been good with reasonable portion size - this you can choose from the menu.		None.	
22	King George V Ward	Extremely Likely		They have looked after me well. I have only been in a short time.		No, not really.	
23	King George V Ward	Extremely Likely		The staff are exemplary, they can't do enough for you, they bend over backwards, nothing is ever too much trouble. The bay is very clean. The food is not to my taste and consequently I have only eaten jelly. The fruit I was offered was rotten (apple). You can't fault the staff.		The majority of nursing staff have been excellent but a couple of HCAs have overstepped their responsibilities and have been overbearing with patients.	
24	King George V Ward	Extremely Likely		The staff have been extremely helpful and will do whatever you want. The bay is clean. I have yet to have a main meal as I came in overnight.		No. They do a pretty good job.	
25	King George V Ward	Extremely Likely		All the nurses are well trained. They go above and beyond, it is a well-oiled machine. This also includes the Sodexo staff. I am currently in a side room with my own facilities. The food has been		None at the moment.	

				fine but as a diabetic I am limited in choice. I also find that much of the desserts/extras are sweet/contain sugar.			
26	King George V Ward	Extremely Likely		Well looked after by all.			
27	King George V Ward	Extremely Likely		Everyone has been quite attentive.			
28	King George V Ward	Extremely Likely		Efficient, caring, very attentive and professional.			
29	King George V Ward	Extremely Likely		Friendly, understanding.			
30	King George V Ward	Extremely Likely		The staff have been good.			
31	King George V Ward	Extremely Likely		Everyone has been very good.			
32	King George V Ward	Extremely Likely		The staff are friendly, helpful and dedicated.			
33	King George V Ward	Extremely Likely		Nice staff. Cleanliness of the ward.		Satisfied as it is.	
34	King George V Ward	Extremely Likely		The staff are very reliable.		Occasionally, communication can be difficult between doctor and patient.	
35	King George V Ward	Extremely Likely		The view from the window.		There is room for improvement in the food - a bit bland.	
36	King George V Ward	Extremely Likely		There is a good atmosphere - the staff are very good.		Get more staff.	
37	King George V Ward	Extremely Likely		The staff are prompt to respond if anything is needed.		Ok as it is.	
38	King George V Ward	Extremely Likely		Nothing is too much trouble for the staff, friendly. A very clean ward.		Build a bigger hospital.	
39	King George V Ward	Extremely Likely		The kindness of the nurses and cleanliness.		More than happy as it is.	
40	King George V Ward	Extremely Likely		The staff are so nice and give prompt responses.		Brilliant as it is.	

41	King George V Ward	Extremely Likely		The staff are friendly and there when needed.		Communication could be improved - information was given to a family member before I was told.	
42	King George V Ward	Extremely Likely		The staff are very nice and cannot do enough for you.		My first experience and very satisfied.	
43	King George V Ward	Extremely Likely		A clean ward and caring staff.		Happy as it is.	
44	King George V Ward	Extremely Likely		Well cared for by everyone.		The TV is too expensive.	
45	King George V Ward	Extremely Likely		Well looked after by all.			
46	King George V Ward	Extremely Likely		The staff are friendly and professional.			
47	King George V Ward	Extremely Likely		The service from all the staff, including Sodexo, has been excellent.			
48	King George V Ward	Extremely Likely		The staff have been so kind and helpful.			
49	King George V Ward	Extremely Likely		The nursing staff have been excellent.			
50	King George V Ward	Extremely Likely		All medical and Sodexo staff have been excellent.			
51	King George V Ward	Extremely Likely		Good nurses - they listen and are caring.		Some of the doctors were excellent at communicating and talking through things with me, others were not. Most of the nurses were kind but one healthcare assistant was rude and shouting and had no concept of patient care, was lazy and did as little as possible.	
52	King George V Ward	Extremely Likely		Attentive, kind and efficient staff.		All good.	
53	King George V Ward	Extremely Likely		The staff are brilliant at their jobs.		Everything has gone like clockwork. I could not have had better treatment.	
54	King George V Ward	Extremely Likely		The staff are so patient and friendly.		Everything is brilliant.	

55	King George V Ward	Extremely Likely		Everyone is reassuring and attentive, brilliant.		Just keep doing what you're doing because everything is good.	
56	King George V Ward	Extremely Likely		I have been kept well informed. The staff are caring.		All good.	
57	King George V Ward	Extremely Likely		All the staff are absolutely brilliant.		Everything was absolutely perfect.	
58	King George V Ward	Likely		Very comfortable.			
59	King George V Ward	Likely		The staff are fine. Cleanliness in the washrooms needs improving (note: our volunteer spoke with the ward manager and the issue was rectified).		Cleanliness in the washrooms.	
60	King George V Ward	Likely		The nursing staff are very caring and do as much as they can for you, they are also friendly and chatty. The bay is kept clean and it is comfortable. The food is good with a varied choice on the menu.		There could be a trolley service at the weekend for papers etc. for patients much less mobile than myself.	
61	King George V Ward	Not entered		Not really.		Panners.	
1	Lundy Ward	Extremely Likely		I have received excellent care from everyone, my stay has been a pleasant one. First class. 10/10. [Name withheld] was exceptionally kind to me.		None.	
2	Lundy Ward	Extremely Likely		Your staff are excellent, very kind and caring.		No.	
3	Lundy Ward	Extremely Likely		I have been treated with dignity and respect and in a timely fashion. All staff have been professional, caring and compassionate towards me. I have been consulted and involved in planning my		Maybe some information what to expect regarding routines e.g. waiting times approx. etc. If flowers are allowed. Some maintenance needs doing - no window catches so unable to open window without wedging the	

				treatment. Staff appear knowledgeable. All my needs have been met fully, including sleep.		window. Wardrobe broken. Nowhere in shower room to place items.	
4	Lundy Ward	Extremely Likely		Very happy with the way I was treated and everybody was so nice and always happy to help. Hope that friends and family never have to come here.			
5	Lundy Ward	Extremely Likely		I have had a very comfortable stay on the ward, nothing was too much trouble for the staff. Everyone has been so kind & professional. Thank you so much. [Name withheld].			
6	Lundy Ward	Extremely Likely		The staff were always smiling and helpful.			
7	Lundy Ward	Extremely Likely		Amazing service. If you were on Trip Advisor then you would have 5 stars!!! Brilliant care. Main reason is being able to sleep without interruption - quiet.		Maybe a small TV?? Also the evening meal served a little later - probably not possible.	
8	Lundy Ward	Extremely Likely		Peaceful, calm, friendly and caring staff.		It might have been better if a prescription had come up with me from Day Surgery, so I could get pain relief earlier.	
9	Lundy Ward	Extremely Likely		Staff are technically brilliant, knowledgeable & informative, as well as thoughtful & caring. The [illegible] of teamwork is impressive.		No - it was great!	
10	Lundy Ward	Extremely Likely		Friendly welcoming staff. Made my visit comfortable as possible.		Keep doing what your doing!	
11	Lundy Ward	Extremely Likely		Attention to detail. Staff extremely kind, cheerful & helpful & most professional. Always there to give a hand.		Maybe smaller portions of food each mealtime!	

12	Lundy Ward	Extremely Likely		All the staff are very kind, caring and tolerant of our wants. They are very willing to help in any way. I thank each one of you for your outstanding care.			
13	Lundy Ward	Extremely Likely					Do not publish
14	Lundy Ward	Extremely Likely		All nurses very helpful and caring.			
15	Lundy Ward	Extremely Likely		Friendly staff & caring.			
16	Lundy Ward	Extremely Likely		Cause I was well looked after and very polite staff.		Put a TV in room 4 as it gets very boring on your own.	
17	Lundy Ward	Extremely Likely		One expects to be treated with respect by healthcare professionals, who are able to carry out their duties with calm efficiency. I really appreciated, however, the ethos of kindness on the ward. Without exception, I felt looked after and I was totally confident that I was receiving the best care.			
18	Lundy Ward	Extremely Likely		Good care, looked after me well.			
19	Lundy Ward	Extremely Likely		The care was wonderful.			
20	Lundy Ward	Extremely Likely		The nurses have been wonderful from start to finish. I haven't felt embarrassed or uncomfortable at all. [Names withheld], especially, were lovely. x			
21	Lundy Ward	Extremely Likely		The staff are very nice and friendly and care for you really well.			
22	Lundy Ward	Extremely Likely		Very happy, helpful staff, nothing too much trouble for them. Felt			

				very comfortable in their care.			
23	Lundy Ward	Extremely Likely		Helpful friendly staff. Nothing too much trouble. Considerate.			
24	Lundy Ward	Extremely Likely		Excellent care & attention.		Less noise at night.	
25	Lundy Ward	Extremely Likely		Comfortable and relaxed. The staff are excellent.		In A&E, my partner wasn't allowed through to the cubicle.	
26	Lundy Ward	Extremely Likely		Everyone is so friendly.			
27	Lundy Ward	Extremely Likely		Friendly staff, very welcoming.			
28	Lundy Ward	Extremely Likely		Treated very well.			
29	Lundy Ward	Extremely Likely		Everyone is kind and considerate, timely and professional in their actions. The washroom facilities are good.			
30	Lundy Ward	Extremely Likely		The side room I have is excellent. I have been very happy with the service I have received. Very clean. Friendly atmosphere.			
31	Lundy Ward	Extremely Likely		I have had a very comfortable stay on the ward, nothing was too much trouble for the staff. Everyone has been so kind and professional.			
32	Lundy Ward	Extremely Likely		Well looked after. The ward is calm and peaceful.			
33	Lundy Ward	Extremely Likely		Everyone has been helpful and dedicated.			
34	Lundy Ward	Extremely Likely		I have been looked after by caring staff.			
35	Lundy Ward	Extremely Likely		The care has been very good.			
36	Lundy Ward	Extremely Likely		The attitude of the staff towards patients is wonderful, bedside			

				manner first class. Nothing is too much trouble for them.			
37	Lundy Ward	Extremely Likely		The staff have been kind and professional.			
38	Lundy Ward	Extremely Likely		Well looked after by all staff.			
39	Lundy Ward	Extremely Likely		I have been well looked after by all.			
40	Lundy Ward	Extremely Likely		Well treated by all the staff. A special mention for all the Sodexo Staff for their jollity.			
41	Lundy Ward	Extremely Likely		The staff have been excellent, very friendly and professional.			
42	Lundy Ward	Extremely Likely		The professionalism of the staff has been excellent.			
43	Lundy Ward	Extremely Likely		The staff have been very nice and helpful.			
44	Lundy Ward	Extremely Likely		The staff are very helpful.		The overall maintenance of the HDU needs to be improved.	
45	Lundy Ward	Extremely Likely		The staff are very helpful, friendly and understanding.			
46	Lundy Ward	Extremely Likely		Very friendly and helpful, caring staff.			
47	Lundy Ward	Extremely Likely		Everyone has been very pleasant.			
48	Lundy Ward	Extremely Likely		A very efficient ward. The quality of the staff is excellent.			
49	Lundy Ward	Likely		Continuous concern and care for me. Any request soon fulfilled. All ward staff doing their jobs efficiently.			
50	Lundy Ward	Likely		Caring staff & a bed found for me quickly. Thanks.		None.	
51	Lundy Ward	Likely		Nice nurses.			
52	Lundy Ward	Likely		Really friendly staff.			
53	Lundy Ward	Likely		The staff have been helpful,		No, as your under budget &	

				caring and understanding, they do a very hard job and should always be congratulated.		staffed.	
54	Lundy Ward	Likely					Do not publish
1	Staples Ward (Stroke Unit)	Extremely Likely		The staff nursing & medical are excellent, they have helped and supported my husband and myself the whole time - nothing is too much trouble - will answer all questions.		Would suggest a pack to welcome patients' relatives, include the stroke support leaflets.	
2	Staples Ward (Stroke Unit)	Extremely Likely		The kindness and professionalism of every member of staff has been exceptional, both towards my husband, the patient, and me, his wife. I shall always remember & be grateful.		No - the quality of care, given increasingly limited resources, is second to none.	
3	Staples Ward (Stroke Unit)	Extremely Likely		Lots of very friendly, thoughtful, compassionate and thoughtful staff. They are all wonderful. Thank you.			
4	Staples Ward (Stroke Unit)	Extremely Likely		I have enjoy a really pleasant stay, great care, lovely people, good [illegible] here - happy staff.		Nothing comes to mind.	
5	Staples Ward (Stroke Unit)	Extremely Likely		Nothing too much trouble.		Satisfied as it is.	
6	Staples Ward (Stroke Unit)	Extremely Likely		Everyone works together.		Pay more wages.	
7	Staples Ward (Stroke Unit)	Extremely Likely		All the staff cannot be faulted.		No, very good as it is	
8	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very helpful.		Good as it is.	
9	Staples Ward (Stroke Unit)	Extremely Likely		I like the privacy of being in a side room.		Satisfied as it is.	
10	Staples Ward (Stroke Unit)	Extremely Likely		The staff are good and caring.		None.	
11	Staples Ward	Extremely		All the staff are excellent, I can't		No. I can't think of any	

	(Stroke Unit)	Likely		fault them. They are very caring and quick to come when required. The ward is always clean. The food is good, I can't fault it and the choices are good.		improvements.	
12	Staples Ward (Stroke Unit)	Extremely Likely		All the staff help when I need it, I am able to press the buzzer when required. I am only able to have soft food which is given to me by a nurse.		The ward is too hot for me at night so I cannot sleep.	
13	Staples Ward (Stroke Unit)	Extremely Likely		The care is ok but I need to ask for help. The ward appears clean. The food is good but I don't think there's much choice.		None.	
14	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very caring, nothing is too much trouble for them.			
15	Staples Ward (Stroke Unit)	Extremely Likely		The staff are cheerful, very helpful and professional.			
16	Staples Ward (Stroke Unit)	Extremely Likely		I have been well looked after by all dedicated staff.			
17	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very dedicated, helpful and understanding.			
18	Staples Ward (Stroke Unit)	Extremely Likely		The staff are wonderful, so supportive and understanding. The doctor is a lovely man.		Not really.	
19	Staples Ward (Stroke Unit)	Extremely Likely		Absolutely everything you need is carried out for you by the wonderful, hardworking staff.		I don't think so. In my opinion, everything is perfect - cleanliness, food, care. Absolutely no problems with anything.	
20	Staples Ward (Stroke Unit)	Extremely Likely		The nurses always give of their best.		I don't think so.	
21	Staples Ward (Stroke Unit)	Extremely Likely		The staff are just so kind and caring at all times.		Not really. Believe me if there was anything wrong I would have said so. The ambulance service also are amazing.	
22	Staples Ward (Stroke Unit)	Extremely Likely		Very well supported and looked after, absolutely nothing to worry		Certainly not. The ward is very professional in the way it is run. It	

				about.		is also, may I add, just so clean. The food is, in my opinion, very good.	
23	Staples Ward (Stroke Unit)	Extremely Likely		In general, the quality of care has been extremely good. Hardworking staff.		My care has been absolutely first class. More than happy with everything.	
24	Staples Ward (Stroke Unit)	Extremely Likely		I just cannot fault anything. After recovering from a bleed on the brain plus another mini stroke, what more can anyone say? Professional, kind, caring, supportive. I could go on all day. The food is good and oh so clean, always.		No way to improve things on the stroke ward. I would like to say, on behalf of myself and my family, a huge thank you to everyone on Staples ward for what you do and the way you care for everyone.	
25	Staples Ward (Stroke Unit)	Extremely Likely		Although only here for approximately 24 hours, I am pleased with my care. Everything seems to be being done for me for my wellbeing.		Not really. The staff are absolutely wonderful, worth their weight in gold.	
26	Staples Ward (Stroke Unit)	Neither Likely nor Unlikely		I have very few conversations as many are unable to speak. My only stimulation are visitors.		No, satisfied with it as it is.	
1	Tarka Ward	Extremely Likely		Nurses very friendly & helpful. Looked after me very well.			
2	Tarka Ward	Extremely Likely		Capable, caring staff. Thank you. I am really grateful for your excellent efforts on my behalf.			
3	Tarka Ward	Extremely Likely		Great service. Staff great. Nothing too much trouble.			
4	Tarka Ward	Extremely Likely		All staff were extremely kind & helpful at all times. Nothing was too much trouble & all staff members should be really proud of themselves.			
5	Tarka Ward	Extremely Likely		Wonderful staff, helpful & kind.			
6	Tarka Ward	Extremely Likely		Everyone on the ward was very kind, caring & helpful. And I felt it			

				was okay to show my levels of distress when necessary.			
7	Tarka Ward	Extremely Likely		I found all the staff pleasant & helpful. The cups of tea were very welcome at the time we were given them!!! Thank you.		No, very satisfied.	
8	Tarka Ward	Extremely Likely		Staff friendly & caring. Premises spotless.			
9	Tarka Ward	Extremely Likely		Pleasant atmosphere, and everything is explained thoroughly.		No, none. Very happy.	
10	Tarka Ward	Extremely Likely		The staff have been truly professional, courteous & polite. Willing to listen to your concerns and worries and acted accordingly. They all have a sense of humour too which for me has helped.			
11	Tarka Ward	Extremely Likely		Excellent staff, very caring and friendly. The best ward that we have been on.		None. Just perfect.	
12	Tarka Ward	Extremely Likely		The staff are so friendly & helpful.			
13	Tarka Ward	Extremely Likely		Staff have been very helpful & supportive, nothing has been too much trouble.			
14	Tarka Ward	Extremely Likely		Everyone very friendly and helpful, nothing was too much trouble, I felt safe and comfortable.			
15	Tarka Ward	Extremely Likely		Care was excellent and staff were first class.		Perfect as it is.	
16	Tarka Ward	Extremely Likely		Nice staff. Good treatment.			
17	Tarka Ward	Extremely Likely		I've been treated in the most friendly and professional manner. I couldn't have asked for more.			

				Brilliant hospital, brilliant staff.			
18	Tarka Ward	Extremely Likely		Life-saving operation and support from everyone. Extremely happy with the outcome.		None.	
19	Tarka Ward	Extremely Likely		Excellent staff all attentive, professional & thoughtful. I was looked after extremely well. Thank you.			
20	Tarka Ward	Extremely Likely		Excellent care provided by all staff. So kind and compassionate.			
21	Tarka Ward	Extremely Likely		Every single person on Tarka Ward was absolutely wonderful. They were kind, caring, efficient & cheerful. [Name withheld] cared for me the first night when I was in such pain, she was an angel.		It could not be better.	
22	Tarka Ward	Extremely Likely		An extremely professional, attentive & friendly ward team.		None.	
23	Tarka Ward	Extremely Likely		The staff are so friendly and understanding.			
24	Tarka Ward	Extremely Likely		Everyone is helpful, supportive and friendly.			
25	Tarka Ward	Extremely Likely		I have been treated well by all the staff, including the Sodexo staff.			
26	Tarka Ward	Extremely Likely		Staff have been very professional and helpful.			
27	Tarka Ward	Extremely Likely		Dedicated and helpful staff, very attentive.			
28	Tarka Ward	Extremely Likely		Staff are friendly, attentive and make you feel relaxed.		If an alarm bell goes off during the night, it wakes up most of the other patients, perhaps a personal bleeper for the staff would not be so intrusive.	
29	Tarka Ward	Extremely Likely		Everyone has been excellent, staff can't do enough for the			

				patients.			
30	Tarka Ward	Extremely Likely		Treated very well.			
31	Tarka Ward	Extremely Likely		Staff have been kind and considerate.			
32	Tarka Ward	Extremely Likely		The staff have been excellent.			
33	Tarka Ward	Extremely Likely		The treatment I have received cannot be faulted.			
34	Tarka Ward	Extremely Likely		The treatment received has been excellent. The only exception was the night staff who insisted on when I passed urine they were there, including shining a torch while I was doing this.			
1	Victoria Ward	Extremely Likely		The staff are very friendly and very professional, nothing was too much trouble, always there when I needed them. Doctors and consultants are very professional, explained everything about my illness clearly.			
2	Victoria Ward	Extremely Likely		All the staff are so wonderful and caring.		Air conditioning.	
3	Victoria Ward	Extremely Likely		Yes, the staff are helpful in all matters, supportive when one might be experiencing a difficult situation.		I would strongly suggest, that an a/c unit is fitted, cooler temperature would benefit both staff & patients.	
4	Victoria Ward	Extremely Likely		Everything was excellent.			
5	Victoria Ward	Extremely Likely		Friendly, helpful & professional staff.			
6	Victoria Ward	Extremely Likely		The care given was excellent. Meals excellent. Social care excellent.		Full English for breakfast?	

7	Victoria Ward	Extremely Likely		I have been very well looked after. Any questions I have had have been answered well and all procedures explained.		Could do with a day room to relieve the boredom of being stuck on the ward by your bed, so that you could socialise more.	
8	Victoria Ward	Extremely Likely		Most staff extremely helpful and communicating well. Keeps you informed. Although food a bit lacking at times.		One member of staff needs to I feel have more into keeping calm. Ward manager & deputy manager informed.	
9	Victoria Ward	Extremely Likely		The staff are absolutely fantastic, all welcoming, and just so compassionate, the whole package I have found to be of a very high standard.		I feel there could be better communication between doctor and patient regarding full explanation as to what is going on, plus to try and give some idea of what future plans will be put in place to aid my recovery. I am referring to the technicalities of communication.	
10	Victoria Ward	Extremely Likely		The quality of nursing is 100%, spot on with caring and friendly attitude. The ward is spotlessly clean, even more so today after the germs of last week. In my opinion, the nurses have to spend more of their time doing paperwork than they do nursing.		I am disappointed with the communication between the doctors and myself - without the senior nursing staff I would be kept in the dark. I could probably be part of the problem as I do not know when I am off to Exeter - it is so frustrating having to wait. (Note: a doctor arrived while our volunteer was present confirming that the patient was going to Exeter today)	
11	Victoria Ward	Extremely Likely		Nursing standards are very high. May I say how highly I respect the quality of the housekeeping staff from Sodexo, they are doing a wonderful job.		I fully understand the infection problems this ward has had, so believe this is the reason for the lack of communication that has just been resolved by the ward clerk telling me I am off to Exeter today. Thanks to the staff for their professional care at all times.	

12	Victoria Ward	Extremely Likely		The staff, from cleaners to consultants are just so kind, caring and friendly. Yes, all very good indeed. Very hardworking people, all of them.		Nothing I am aware of to be honest. I tell you what, the food is also very good - well served, and nice and hot.	
13	Victoria Ward	Extremely Likely		Care, cleanliness, friendliness, all is excellent, I truly cannot fault anything.		I am on holiday and am just so frustrated having to wait so long before going to Exeter, then having to wait to go back home. But listen, I think this hospital is just amazing, everyone is so kind and understanding. I appreciate the fact that it is not Barnstaple's fault we have to wait.	
14	Victoria Ward	Extremely Likely		Nursing care, food, cleanliness - all very good.		My only complaint is the total frustration in having to wait to go to Exeter for an angiogram, so many of us all waiting and wasting bed space here. I'm not blaming the hospital or the staff here, it is just the ridiculous amount of people's time wasted and bed occupancy which must be costing a fortune.	
15	Victoria Ward	Extremely Likely		Very friendly.		The food could be improved - very little flavouring.	
16	Victoria Ward	Extremely Likely		The care is excellent. Treated with respect.		Satisfied as it is.	
17	Victoria Ward	Extremely Likely		The staff are very good.		Happy as it is.	
18	Victoria Ward	Extremely Likely		The atmosphere is good - very kind.		The care is first class. No complaints.	
19	Victoria Ward	Extremely Likely		The staff are so helpful.		Very good as it is.	
20	Victoria Ward	Extremely Likely		A good atmosphere - staff and patients are so friendly.		Cooling fans would be beneficial.	

21	Victoria Ward	Extremely Likely		The staff cannot do enough for you.		The food is bland and more choice is needed.	
22	Victoria Ward	Extremely Likely		Nothing is too much trouble but it is too hot.		Find a quicker solution to heart cases - waiting to go to Plymouth.	
23	Victoria Ward	Extremely Likely		The staff are brilliant.		Nobody can answer the questions regarding when the heart treatment will happen.	
24	Victoria Ward	Extremely Likely		The service is very good.		The TV is a rip off.	
25	Victoria Ward	Extremely Likely					Do not publish
26	Victoria Ward	Extremely Likely		The whole experience is good.		Very good as it is.	
27	Victoria Ward	Extremely Likely		The care across the board is very good.		The ward is too hot - ceiling fans are needed.	
28	Victoria Ward	Extremely Likely		Staff commitment.		More information in respect of the consultant's team i.e. who has which responsibilities. I'm not quite sure which doctor plays which part.	
29	Victoria Ward	Extremely Likely		The professionalism of all the staff, friendliness, willing to help, nothing is ever too much trouble. I am currently in a side room with my own facilities. The food is good with a reasonable choice.		Everything is fine.	
30	Victoria Ward	Extremely Likely		The welfare of how all the staff have looked after me, they have all been great. You can have a laugh and joke with them and they won't take it the wrong way, they have a good sense of humour, I have been on most of the wards in this hospital and this is the best. The food has been good with a reasonable choice on the menu. The ward is always kept nice and clean.		There are no plugs in the sinks so you have to use tissue to block the drain, also the hot water could be hotter.	

31	Victoria Ward	Extremely Likely		The care has been first class, you cannot fault it. All the staff are very friendly and efficient. The food is ok but nothing special. This hospital is excellent - the best I have been in.		Nothing.	
32	Victoria Ward	Extremely Likely		There are plenty of staff who are quick to respond to my needs. They are friendly and caring. The ward is kept very clean. The food is great.		During this hot weather more fans would be useful.	
33	Victoria Ward	Extremely Likely		All aspects are good - the nursing care and doctors are all good, professional, caring and efficient. The food is reasonable with a good choice on the menu.		None.	
34	Victoria Ward	Extremely Likely		All the staff have been good I cannot fault them. They are friendly, nice and put you at ease. The bay is spotless and the food is better than I thought. The menu choices are good.		Communication could be better - you are kept in the dark for too long.	
35	Victoria Ward	Extremely Likely		I have been well looked after. The food is good although there is not a full English on the menu. The staff are very friendly and caring.		Some of the doctors have a poor grasp of English because they are from abroad - communication is very important.	
36	Victoria Ward	Extremely Likely		The general setup is good, the nursing staff are good and helped with pain. The food is good with varied choice.		To communicate with me about my situation and care.	
37	Victoria Ward	Extremely Likely		All the nursing staff are very personable, friendly and professional. The food is basically good, I have no complaints. The ward is clean .		The relaxed visiting times are welcome as long as the other patients' visitors do not abuse the situation by disturbing the other patients and restricting their sleep and wellbeing.	
38	Victoria Ward	Extremely		A well-run ward. Very good staff.		The junior doctors should read the	

		Likely				notes, patients know their bodies - a chest doctor came along to see me not knowing I had a heart problem.	
39	Victoria Ward	Extremely Likely		The service received so far has been excellent.		Came in on Friday but consultants appear not to work the weekends.	
40	Victoria Ward	Extremely Likely		The staff are excellent - their integrity is very high.			
41	Victoria Ward	Extremely Likely		A very busy ward. All the staff are helpful.			
42	Victoria Ward	Extremely Likely		The staff are very attentive. It is very quiet at night.			
43	Victoria Ward	Extremely Likely		A good bunch of staff - very helpful.			
44	Victoria Ward	Extremely Likely		The staff have been very good. I am awaiting a decision from the doctors about my next stage and find this very frustrating.		Doctors need to communicate better with patients.	
45	Victoria Ward	Extremely Likely		Well looked after by all the staff.			
46	Victoria Ward	Extremely Likely		Very good and friendly staff.			
47	Victoria Ward	Likely		Friendliness of staff. Efficiency experienced.		The ward needs more cleaning like MAU. More cleaners required.	
48	Victoria Ward	Likely		The staff are caring and sweet. The food is good.		None.	