

## Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Aug-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		Wonderful, expert and compassionate care.		No.	
2	Alexandra Ward	Extremely Likely		All the staff I have seen have been helpful and cheerful with it. I am currently in a side room.		None.	
3	Alexandra Ward	Extremely Likely		The staff run the ward efficiently. They are very kind and do their best to help you.		None.	
4	Alexandra Ward	Extremely Likely		The staff are available when you need them. They made me very comfortable and were friendly. The ward is cleaned every day and the bedding is changed as well. The food is good with a very good menu choice. The nurses are excellent.		No, I can't.	
5	Alexandra Ward	Extremely Likely		The nurses are very good and caring. They put up with a lot from patients as we can be difficult and awkward.		None.	

6	Alexandra Ward	Extremely Likely		The care has been very good. They are so wonderful, they can't do enough for you. The bay is small with only six beds. The food is fine and just the right size portion.		No, nothing.	
7	Alexandra Ward	Extremely Likely		All the staff have been very good, I have no grumbles at all. They are attentive, kind and quickly efficient. The ward has been kept clean. The food has been adequate and basic.		The shower / toilets could be larger with better facilities e.g. somewhere to put toiletries, hooks for hanging clothes. There is not enough space if a nurse has to help with showering patients.	
8	Alexandra Ward	Extremely Likely		The service from the staff - they are very kind.		The staff are overworked - more staff needed.	
9	Alexandra Ward	Extremely Likely		The service is good.		All good.	
10	Alexandra Ward	Extremely Likely		The staff are excellent.		All good.	
11	Alexandra Ward	Extremely Likely		Great, brilliant service.		Free wifi for patients please. The electric sockets are not well sited for access to power my laptop and mobile phone.	
12	Alexandra Ward	Extremely Likely		The staff are so good.		The staff are so wonderful.	
13	Alexandra Ward	Extremely Likely		The service could not be better.		All good.	
14	Alexandra Ward	Extremely Likely		The staff are nice and well-organised.		Sometimes the food is a bit cold.	
15	Alexandra Ward	Extremely Likely		The staff are helpful.		All good.	
16	Alexandra Ward	Extremely Likely		Everyone has been very busy and understanding.			
17	Alexandra Ward	Extremely Likely		All staff have been very good and friendly.			
18	Alexandra Ward	Extremely Likely		All staff are very hardworking.			

19	Alexandra Ward	Extremely Likely		Staff are very cheerful and friendly.		Lack of continuity, mainly by agency staff, means I need to repeat myself on occasions.	
20	Alexandra Ward	Extremely Likely		Well looked after by everyone.			
21	Alexandra Ward	Extremely Likely		All the staff are very helpful.		Satisfied as it is.	
22	Alexandra Ward	Extremely Likely		Very impressed by the staff - how busy and efficient they are.		Happy as it is but I feel that the ward is short-staffed (day and night).	
23	Alexandra Ward	Extremely Likely		The friendliness of the staff. Nothing is too much trouble.		The food could be improved with more variety and a more substantial evening meal. Also, a hot drink last thing at night.	
24	Alexandra Ward	Extremely Likely		Very busy and efficient.		I would prefer to have the option of retiring to bed earlier at night and also in the morning following the change of bedding, rather than sitting in a chair where I am cold.	
25	Alexandra Ward	Extremely Likely		Prompt attention, very efficient.		Happy as it is.	
26	Alexandra Ward	Extremely Likely		All the staff have been very helpful.		Good as it is.	
27	Alexandra Ward	Extremely Likely		The attitude of the staff to patients - everything is very good.		Satisfied as it is.	
28	Alexandra Ward	Extremely Likely		The staff have been very good, efficient, and friendly.		More nurses and HCAs are required generally, both day and night.	
29	Alexandra Ward	Extremely Likely		Excellent service from friendly, attentive staff.			
30	Alexandra Ward	Extremely Likely		Everyone has been very friendly and helpful.			
31	Alexandra Ward	Extremely Likely		All staff are very friendly and helpful.			
32	Alexandra Ward	Likely		My response is influenced by the behaviour of other patients who can be noisy.		The service has been excellent.	

33	Alexandra Ward	Likely		Inconsistency in the quality of the nursing.		More continuity and more consistency in the quality of the staff - HCAs keep the ward ticking.	
34	Alexandra Ward	Likely		The nurses have been really nice but no indication as yet to what the problem is.		More clarity is needed during consultations.	
35	Alexandra Ward	Neither Likely nor Unlikely		It depends on the nature of your friend.		A lack of continuity creates problems and wastes much valuable time i.e. there are too many people involved in your case. I have received conflicting advice between doctors and also between nurses.	
1	Capener Ward	Extremely Likely		Courteous & kindly staff, efficient service and food really quite good. Many thanks, [name withheld]			
2	Capener Ward	Extremely Likely		All staff fantastic, the HCAs amazing.			
3	Capener Ward	Extremely Likely		Been very, very kind and helpful, very patient with me.			
4	Capener Ward	Extremely Likely		The staff have been very good to me.			
5	Capener Ward	Extremely Likely		I have been well looked after by all the staff.			
6	Capener Ward	Extremely Likely		The staff are generally helpful and efficient, ensuring that the patients are comfortable.			
7	Capener Ward	Extremely Likely		Very friendly and helpful, attentive staff.			
8	Capener Ward	Extremely Likely		All the staff have been very friendly and professional.		No. In actual fact, a smooth transition from A&E to MAU, and then onto Capener.	
9	Capener Ward	Extremely Likely		I have been extremely well looked after, well cared for and made very welcome.		As far as I can see, apart from a few more staff to help them out, everything seems to run very well. Very clean. I don't eat much, but	

						the food seems fine.	
10	Capener Ward	Extremely Likely		Definitely 10 out 10. The staff cannot do enough for you at any time of day and night. Only last night I had a seizure - eventually I came round surrounded by these very concerned, wonderful, professional people. What more can I say? The Sodexo staff are also amazing, so kind and caring, always a smile and a kind word from all of them.		Personally, I don't think you could improve on the wonderful care you are giving at this very moment. Just so busy.	
11	Capener Ward	Extremely Likely		The nurses are helpful, kind and caring. The cleanliness is of a high standard. The food is also nicely presented, served hot and always with a smile.		After being on the ward for two weeks, do you know there is nothing I can think of that you could do differently. My word, the staff are busy though.	
12	Capener Ward	Extremely Likely		Because of the 100% top quality care shown by all the staff. They are all amazing the way they care for us all.		I don't think so. I can honestly say I am more than happy with my care, thank you.	
13	Capener Ward	Extremely Likely		Because the nursing staff give of their best at all times, absolutely nothing is beyond them. I have also found the doctors to be very good with the way they have treated me. Lifesavers all of you.		No problems on my care. Cleanliness and the food is so good bearing in mind it is a hospital and not a hotel. It would be great if a barber volunteer came on the wards like they used to. Need more nurses as well - these youngsters are run off their feet, buzzers constantly going off.	
14	Capener Ward	Extremely Likely		I cannot believe the care - it is of the highest standard from very dedicated people day in, day out, rushing around seeing to our every need. I don't know how they keep going. I feel very safe in here and dread going home. I		There is nothing but praise I can give these staff. The doctors are truly wonderful. They show dignity and respect that is way above expectations. Please do not think I am just saying these things. I am going to ask if it possible for me to	

				always wake up fighting for breath.		have some oxygen when I go home as oxygen does help me.	
15	Capener Ward	Extremely Likely		Every time a buzzer is pressed one of the staff seem to just appear from nowhere, just cannot do enough for you 24 hours a day.		I can truthfully say, I have never in my long life known such care from hardworking people. I just cannot thank you enough. The cleaners are just great - smiling, kind and friendly. Great food.	
16	Capener Ward	Extremely Likely		Well looked after by everyone.			
17	Capener Ward	Extremely Likely		Friendly, caring and professional staff. Nothing is too much trouble for anyone, including Sodexo.		More nurses & HCAs are needed to continue the quality of care.	
18	Capener Ward	Extremely Likely		Pleasant staff.			
19	Capener Ward	Extremely Likely		The quality of care has been excellent.			
20	Capener Ward	Extremely Likely		Marvellous staff.		The food is poor - always cold.	
21	Capener Ward	Extremely Likely		Very good staff.		I have seen two doctors - one was about my skin and the other one I don't know what he was as he did not introduce himself.	
22	Capener Ward	Extremely Likely		Very good staff.		There is a language barrier with one of the nurses who does not speak good English and does not appear to understand much.	
23	Capener Ward	Extremely Likely		The staff are good.		All the staff are fantastic.	
24	Capener Ward	Extremely Likely		The ward has been good but rather noisy at night due to other patients.			
25	Capener Ward	Extremely Likely		The nursing staff have been very helpful and caring.		Maybe have an external telephone for patients to use so they can keep in touch with their families rather than using the TV one which is too expensive.	

26	Capener Ward	Extremely Likely		The staff are so friendly and helpful, they cannot do enough for the patients.			
27	Capener Ward	Extremely Likely		Everyone has treated me very well.			
28	Capener Ward	Extremely Likely		Very friendly and helpful staff.			
29	Capener Ward	Likely		The care is above average overall, just very overworked at all times, they try their best.			
30	Capener Ward	Likely		During the day, the staff are great. Everyone has treated me with great kindness even in difficult circumstances. However, there are a couple of staff at night (not all of them) who are brusque and unwilling. It is as if they do not want to be here and everything is a great trouble.		Senior medical staff should remember to introduce themselves - the junior medics are better at this. Also, please can the consultants have a little more time for the patient as an individual, not just as a medical problem, and please be prepared to repeat themselves as sometimes it takes a while to assimilate information given.	
1	Caroline Thorpe Ward	Extremely Likely		Good communication and very good care.		No, as social workers, we also are being looked after.	
2	Caroline Thorpe Ward	Extremely Likely		Made me feel very welcome. Always popping in to see me, making sure I am ok.		Nothing I can think of. The nurses and doctors have been very understanding and supportive to me. Arrived by ambulance and the ambulance people were also very kind and helpful.	
3	Caroline Thorpe Ward	Extremely Likely		The staff are truly amazing, way above and beyond expectations, and that includes the way the staff have cared for me as well (mum).		As far as I am concerned (mum) I don't honestly think there is anything you could possibly do to improve your care. The communication has been brilliant, nursing care and care shown by the doctors who actually listen is also excellent. I would like to give a	

						huge thank you to everyone. A&E also gave of their best. All in all, a good experience seeing very kind, caring, compassionate and professional staff doing an amazing job.	
4	Caroline Thorpe Ward	Extremely Likely		The staff are just so good, very efficient and kind.		Nothing that I can think of.	
5	Caroline Thorpe Ward	Extremely Likely		The staff are all just lovely, very caring and understanding.		Nothing really. Spotlessly clean at all times. Just amazing staff, providing any care that is needed. I came to the ward via a GP referral and so was expected on the ward, very good.	
6	Caroline Thorpe Ward	Extremely Likely		All the staff are just so friendly and supportive at all times.		No, thank you. I am more than happy with everything.	
7	Caroline Thorpe Ward	Extremely Likely		A marvellous ward, the quality of care is fantastic, the nurses and staff give way over and above in their care.		Pretty much covered our needs, that's for sure. I include the way I, as a parent, have been looked after as well. A huge thank you to you all.	
8	Caroline Thorpe Ward	Extremely Likely		All very good here, so welcoming, so kind and supportive at all times. We have six children so, as you can imagine, we have seen the insides of many children's wards, and I tell you this, you are very good.		As a visitor (on holiday) we would like to thank the staff for their wonderful care. Even going to look for a toothbrush for us (patient and parent), soap and flannels. I would also like to thank triage in A&E. Absolutely fabulous care and kindness shown.	
9	Caroline Thorpe Ward	Extremely Likely		As holidaymakers, we just cannot believe how well we have been treated. Our daughter kept being poorly and was sent to Exeter Hospital, Tiverton walk-in-centre and finally here where the staff have been just so thorough in investigating our daughter's		We honestly do not think the treatment and care shown could have been any better. The staff have been wonderful in their support for us, as parents, during such a worrying time.	

				problems - extremely professional at all times. The staff are giving extremely high-quality care at all times. The staff have also listened to every word we have said.			
10	Caroline Thorpe Ward	Extremely Likely		The staff are lovely, made very welcome. Lovely and clean, with very supportive staff - from porters to consultants.		No. All good thanks, from arriving via ambulance, through A&E and up to the children's ward, just so good. We are so lucky to have our fabulous hospital. Thank goodness for the NHS.	
11	Caroline Thorpe Ward	Extremely Likely		You have been absolutely amazing in the care and support shown to both our son and us, as parents. With care like you have provided, the NHS is in safe hands.		None at all really. Just so impressed with everything.	
12	Caroline Thorpe Ward	Extremely Likely		The nurses are always there, checking any needs and being very kind and caring.		I have no complaints, treated well and respectfully by everyone.	
13	Caroline Thorpe Ward	Extremely Likely					Do not publish
14	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great staff. Clean rooms.	Staff all amazing.	Quite long waits.	
15	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff have been kind & helpful towards us. Nothing was too much, they made my daughter feel very welcome.	The staff were very attentive.	Nothing.	
16	Caroline Thorpe Ward	Yes	Patient	Everyone was really friendly.	My teddy that was given to me.	Nothing.	
17	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The level of service my child had from A&E checking to discharge was amazing, the ward nurses are five stars, thank you.	The staff, nurse, doctors were great, the new A&E as well.	Nothing.	
18	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Nurse was very helpful & caring.			

19	Caroline Thorpe Ward	Yes	Patient	Friendly staff, clean and tidy, bright and airy.	How nice the staff are.	Nothing.	
20	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful & caring staff.			
21	Caroline Thorpe Ward	Yes	Patient	Nice, reassuring staff. Seen as soon as possible and very helpful staff and made my son feel ok in his surroundings.	Short stay.	Nothing.	
22	Caroline Thorpe Ward	Yes	Patient	Quick service.	Nice staff.	Everything was fine.	
23	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Super-friendly, kind staff. Explained what they were doing & why. Playroom full of different toys to keep my toddler entertained.	Playroom. Kind staff.	Nothing really, everyone was so lovely & kind & helpful.	
24	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff excellent and helpful.	Really well looked after.	Nothing.	
25	Caroline Thorpe Ward	Yes	Patient	Good nurses that come when you ask. Very friendly and don't moan.	Given food when arrived late. Got a DVD player and choice of DVDs.	Nothing, I felt comfortable.	
26	Caroline Thorpe Ward	Yes	Not entered	Nurses are very helpful.	My daughter could do what she wanted.	Nothing, very happy.	
27	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everybody was looking after my little girl so well and made our stay a little better after our little girl's accident. Thank you so much!	We were well looked after.		
28	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
29	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very welcoming and very reassuring when arrived, was seen very quickly on arrival.	Everything.	Nothing.	
30	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
31	Caroline Thorpe Ward	Yes	Patient	Because all of the staff were very kind, they were gentle when doing check-ups. They were	That you got to have ice cream and jelly. The staff were amazing. They gave my mum drinks and	Nothing.	

				super-friendly and supportive to talk to. They answered questions needed.	looked after her as well. The rooms were spacious.		
32	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
33	Caroline Thorpe Ward	Yes	Patient	Everything is organised and things happen quickly.	The nurses & staff very friendly. Seen by doctors quickly & frequently. Did the best things for me.	Nothing.	
34	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The nurses were very friendly and happy to help with all requests. Nice to have only 4 beds in a ward.	The doctors were great. Top A&E. [Name withheld] & her male partner in the ambulance were exceptional.	Ward was a tad too warm for my son. However, I loved it as mum.	
35	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All of the staff were lovely & went above & beyond to look after us. The ward is spotlessly clean.	The nurses made me feel very looked after, making sure I had enough to drink & was fed as a breastfeeding mother.		
36	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff on the ward are very friendly & helpful & provide all information about the ward at the beginning. We were offered drinks & toys straightaway.	As above, plus it was very clean & quiet - the staff were lovely.		
37	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
38	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very, very kind staff, couldn't do enough to make stay comfortable.	TV, playroom, staff.	Nothing.	
39	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly staff.	Please keep [name withheld], invaluable! Glitter pen for the 'arrow'.	Wish waiting times were better.	
40	Caroline Thorpe Ward	Yes	Patient	Because I got toast.			
41	Caroline Thorpe Ward	Yes	Not entered				Do not publish
42	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic staff, plenty of things for my son to do.	The help and support of all the staff.		

43	Caroline Thorpe Ward	Yes	Patient	The nurses are very nice and kind, the doctors are very well trained.			
44	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We have been very grateful for the service provided for [name withheld]. We feel that it's been very thorough and the staff were very good with [name withheld].	[Name withheld] was provided food & drink when we knew it was ok for him to eat, it was a very clean environment, everyone was very caring towards [name withheld]. Thank you.		
45	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The nurses were lovely & friendly. Very helpful.	The care.		
46	Caroline Thorpe Ward	Yes	Not entered				Do not publish
47	Caroline Thorpe Ward	Yes	Patient	Staff were lovely. Milkshakes were amazing. Nice, comfy beds.	Toys were brilliant and play specialist was very nice.	Nothing.	
48	Caroline Thorpe Ward	Yes	Patient	Because everybody is really friendly and helped me get over my illness.	The nurses and doctors and the bed.	Chicken nuggets a bit softer and tomato sauce needed.	
49	Caroline Thorpe Ward	Yes	Patient	Because the service has been fast and good.	We didn't get forgotten about and gave me drugs when I needed them.	Quieter room.	
50	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We were made to feel welcome and safe. A lovely cup of tea. Really cared for, included mum.	Felt happy and safe. Looked after. The staff were kind and helpful.	Nothing! Thank you.	
51	Caroline Thorpe Ward	Yes	Patient	As the staff are very welcoming, very friendly.	Very good. Got made a nice cup of tea & coffee.	Nothing.	
52	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very efficient and caring staff.	Perfect timing, nice ward, a lot of smiles.		
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone very helpful & kept us informed on everything that was going on.	Friendly atmosphere.		
54	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff was amazing, lovely, caring and really helpful. Couldn't ask for more. Thank you all. x		Nothing, everything was great!	
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	I was really looked after, they kept me in the loop and assured I	They got me proper bed, they came and checked on me a lot,	Not a lot really, was very good.	

				had a good night while I stayed over.	and made me very comfortable.		
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff, very professional. Clean ward, great facilities for children.		Very hot at night time.	
57	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff are friendly, informative and the nurses go above & beyond to make the stay as comfortable as possible.	Being made comfortable & up to date with all that would be happening for my son.		
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are so friendly and do anything they can to help.	The staff!	The ward is just hot.	
59	Caroline Thorpe Ward	Yes	Not entered	Looked after very well, friendly staff.	Feel welcome.	Not much more.	
60	Caroline Thorpe Ward	Yes	Patient	It has nice, friendly doctors and nurses that are helpful and nice.			
61	Caroline Thorpe Ward	Yes	Not entered	Nurses are nice.	Looked after well. Gave me medicine to make me better.	Let my dog come and stay.	
62	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Our first visit & throughout we had an amazing experience. Our daughter had fantastic care. Thank you to all of the staff, especially [name withheld].			
63	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the care [name withheld] received since arriving has been fantastic.	We have been made to feel so comfortable. [Name withheld] said it felt like a hotel!	Nothing x.	
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very kind, caring staff.	Staff were very nice, kept us up to date with what was going on.		
66	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care from all members of staff. My son felt at ease and comfortable in unfamiliar surroundings all the time he was here.	The care we received today was excellent. My son was well looked after by [name withheld] and her team. Thank you!	Nothing!	
67	Caroline Thorpe Ward	Yes	Patient	Friendly, efficient, informative, helpful.			

68	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The standard of care was outstanding. Not only was my son looked after but they made me welcome & looked after me. We were informed about my son's injury / recovery at every stage, which reassured us. And we received document highlighting aftercare.	My son was attending a rugby camp away from home & I felt safe that he was receiving the highest care until I could get there.		
69	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, helpful, caring staff.			
70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are great, providing excellent care not only for the patient but parents too.	No delay in care or treatment. Everyone was polite and patient with our child & ourselves.	None.	
71	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We were made to feel very welcome with very friendly atmosphere and also a lot of reassurance. Thank you so much.	The staff made us feel reassured, lovely food, so clean & kind people. Lovely, clean room.	Well = to be honest = nothing!	
72	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My son been in for a test, all the staff very helpful & very caring as always, much appreciated!	Very welcoming, helpful, caring & professional.	N/A.	
73	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My son, [name withheld], was seen very quickly, everything that could have been done was being done. Doctors explained everything clearly, the nurses looked after [name withheld] very well and all the staff on the ward, everyone pleasant & friendly. Thank you very much.	Once we came up to the CTW my son, [name withheld], was seen very quickly, regular visits from doctors. Looked after very well by all the nurses and all staff on the ward.	Nothing - everything was very, very good.	
74	Caroline Thorpe Ward	Yes	Patient	Nurses nice and were quick to help when I need it.	Things were explained well.	Nothing.	
75	Caroline Thorpe Ward	Yes	Patient	Because everyone was super friendly and helpful.	I feel a lot better than when I came in, the team was really nice and calming.	Nothing really.	
76	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Clean hospital, friendly staff, & we have been well looked after.	Lots to keep me entertained.	Less waiting time.	

77	Caroline Thorpe Ward	Yes	Patient	Because they were all really kind and caring.	The nurses were quick to help.		
78	Caroline Thorpe Ward	Yes	Patient	Because there were some toys at the hospital.			
79	Caroline Thorpe Ward	Yes	Not entered	Because all the nurses look after me and am sick. [Illegible] the food is delicious. I love this hospital.	The food was nice.	Sleep - it was noisy.	
80	Caroline Thorpe Ward	Maybe	Patient	The atmosphere is very dull e.g. the hallways.	The DVD player.	Better food. More air conditioning. More shops. Working TVs. More parsnips.	
81	Caroline Thorpe Ward	Maybe	Parent/Guardian/Carer				Do not publish
82	Caroline Thorpe Ward	No	Patient	Food was horrible. They spy on you.	Nothing.	Give me nicer food, not slop.	
83	Caroline Thorpe Ward	No	Parent/Guardian/Carer	The Drs and consultants are inconsistent and clearly do not communicate with each other before coming in to see the patient. Their bedside manner is shocking, they ask questions and do not give you enough time to answer, they did not tell us what tests and obs were being done until about to do them.	The Sodexo lunchtime assistant was lovely. [Name withheld] (the nurse) did as much as she could for us when clearly very busy.	Everything.	
1	Fortescue Ward	Extremely Likely		It is almost one-to-one, nothing is ever too much trouble. It can get a bit noisy at times because the cleaners can be over-talkative. The food is terrible, and inedible.		More staff and better food.	
2	Fortescue Ward	Extremely Likely		The nurses look after you and you can ask for help.		None.	
3	Fortescue Ward	Extremely Likely		It is nice and comfortable. The nurses are good and helpful.		None.	
4	Fortescue Ward	Extremely Likely		The staff are very good and the ward is kept clean. I am given exercises to do. The food is very		None.	

				good with a good ration.			
5	Fortescue Ward	Extremely Likely		The doctors are very caring and talk to the patient at their level, both physically and communicatively. The nursing staff are very pleasant and they are always doing things for you. There are two physiotherapists who have gone above and beyond assisting with personal care which is not within their remit.		It can be sometime before staff see to a patient's needs because the staff may be looking after other patients. More staff would be beneficial.	
6	Fortescue Ward	Extremely Likely		Well looked after by all the staff.			
7	Fortescue Ward	Extremely Likely		I have been well looked after.			
8	Fortescue Ward	Extremely Likely		Well looked after by dedicated staff.			
9	Fortescue Ward	Extremely Likely		The staff have been extremely friendly and helpful.			
10	Fortescue Ward	Extremely Likely		The atmosphere is so good.		Sometimes there is no menu choice on offer and the food is not always what you like.	
11	Fortescue Ward	Extremely Likely		I am comfortable and being well looked after.		No.	
12	Fortescue Ward	Extremely Likely		The kindness.		Happy the way it is.	
13	Fortescue Ward	Extremely Likely		The staff are hardworking and efficient.		Happy as it is.	
14	Fortescue Ward	Extremely Likely		The staff are first class - very efficient.		Everything is very good but the TV in the day room needs updating - only three channels.	
15	Fortescue Ward	Extremely Likely		The way the ward is run - well-managed and organised.		Satisfied as it is.	
16	Fortescue Ward	Extremely Likely		A lovely, bright and clean ward. The nursing staff are absolutely		No. As far as I am concerned, everything is very good - nurses,	

				wonderful, all so kind and caring.		doctors, cleaners and, I must say, considering it is a hospital the food is excellent. The ladies who serve it are lovely as well.	
17	Fortescue Ward	Extremely Likely		I have nothing detrimental to say about the ward, all very good.		I don't think there is anything, you all seem to be doing what you can.	
18	Fortescue Ward	Extremely Likely		The nurses are so good, they never stop, always there to help at all times.		I don't think so. Everyone seems to be like me, very well looked after.	
19	Fortescue Ward	Extremely Likely		Very friendly and helpful staff.			
20	Fortescue Ward	Likely		Everyone has been very kind and helpful.			
1	Glossop Ward	Extremely Likely		My stay on Glossop Ward was very positive, the two teams (night/day) were caring, helpful and kind. I am very grateful for the care I received from such happy, professional teams. Many thanks.		None.	
2	Glossop Ward	Extremely Likely		Everyone has been very friendly and helpful. The nurses all went out of their way to make sure I was happy and well looked after.			
3	Glossop Ward	Extremely Likely		Staff were great and caring. [Name withheld]			
4	Glossop Ward	Extremely Likely		For the care and kindness shown by all staff and I mean all. Thanks. [Name withheld]		Time spent from being told you can go home to the actual time you get out - this runs into hours.	
5	Glossop Ward	Extremely Likely		Staff excellent and friendly. Meds always on time.		None.	
6	Glossop Ward	Extremely Likely		Excellent care.			
7	Glossop Ward	Extremely Likely		High-level, quality care. All staff I have found attentive and caring and very professional. NHS x			

8	Glossop Ward	Extremely Likely		Staff very warm and friendly, understanding, they will anything to make comfortable.		No, just keep good hard work.	
9	Glossop Ward	Extremely Likely		All the staff were friendly, efficient and extremely helpful. The food and cleanliness were also very good.		Could really do with a day room and the personal TVs above each bed are a joke. Most are broken & too expensive & no headphones.	
10	Glossop Ward	Extremely Likely		Staff very helpful, friendly.			
11	Glossop Ward	Extremely Likely		[Name withheld] was well cared for.			
12	Glossop Ward	Extremely Likely		Very friendly, caring & supportive staff in all teams / areas. Nothing was too much trouble. An excellent service all round.		None whatsoever.	
13	Glossop Ward	Extremely Likely		The staff are phenomenal, the level of care really helped me not feel alone, couldn't have asked for better staff.		None at all, service was & is impeccable.	
14	Glossop Ward	Extremely Likely		Look after well and all the staff were friendly, caring and good sense of humour!		No.	
15	Glossop Ward	Extremely Likely		I really feel that I am being discharged too soon. I felt very scared. I will have to come back into hospital. However, my short stay I cannot fault the staff, excellent compassion & understanding.		Pharmacy when patients leaving, to prevent stress and agitation - to liaise with transport.	
16	Glossop Ward	Extremely Likely		The staff are all totally friendly and professional. They treat everyone with great care and respect. A pleasure to see. Thank you to all the staff. [Name withheld]			
17	Glossop Ward	Extremely Likely		My treatment on Glossop has been [illegible]. So many skilled			

				and dedicated people working together has amazed me. The food can be described as five stars. Many, many thanks.			
18	Glossop Ward	Extremely Likely		Everyone was so helpful. Nothing was too much trouble for any of the staff. There very informative.		Not at the moment.	
19	Glossop Ward	Extremely Likely		Good nurses etc.		No, it ok.	
20	Glossop Ward	Extremely Likely		Caring staff, good food.		Discharge a joke.	
21	Glossop Ward	Extremely Likely		Wonderful, dedicated staff - nothing is too much. Made to feel welcome, first name used. Felt really supported. Will call again. Thank you. [Name withheld]		Just carry on as you are, the service is excellent. But please pay all your staff more money.	
22	Glossop Ward	Extremely Likely		Because I was well looked after.			
23	Glossop Ward	Extremely Likely		Nothing but praise for this hospital.		Yes. On discharge, having to wait over 3 hours for new medication and papers.	
24	Glossop Ward	Extremely Likely		The ward staff have been extremely helpful, cheerful and so professional. Thank you sincerely.		Yes. Give the ward staff more money? x	
25	Glossop Ward	Extremely Likely		I have been very well looked after since arriving in the ward and the nurses have been looking after me very well. I would like to thank them all, including all the staff.			
26	Glossop Ward	Extremely Likely		Very kind and caring staff. Attentive. Showed great patience as I am very deaf.		No.	
27	Glossop Ward	Extremely Likely		Very good. Excellent.			

28	Glossop Ward	Extremely Likely		Lovely staff. Fast treatment. Just excellent example of NHS at its best.		Ward seems cluttered for moving beds in/out. More drinks could be offered.	
29	Glossop Ward	Extremely Likely		All the staff have been extremely helpful and nice to me.		None.	
30	Glossop Ward	Extremely Likely		Staff very good and attentive, listen to you. Nothing too much trouble. Wish Sodexo was the same.			
31	Glossop Ward	Extremely Likely		Staff great. Wait for meds on D/C could be reduced.		Improve TV services.	
32	Glossop Ward	Extremely Likely		Everybody has been marvellous with me and all the other patients - extremely kind. However, I was cleared to leave at 1pm and at 4.50pm I'm still waiting.		A pleasant day sitting room and a night light for reading instead of the very bright day light.	
33	Glossop Ward	Extremely Likely		The care and attention is always outstanding. Very efficient. Cannot fault it.			
34	Glossop Ward	Extremely Likely		The nurse in charge of this department, [name withheld] I think, [illegible] is doing the [illegible] very well and also patient & [illegible] gives confidence.			
35	Glossop Ward	Extremely Likely		Well treated by friendly staff.			
36	Glossop Ward	Extremely Likely		The staff are caring and compassionate.			
37	Glossop Ward	Extremely Likely		Friendly and efficient staff.			
38	Glossop Ward	Extremely Likely		The staff are very professional and efficient.		I've found that the food is very bland and unappetising.	
39	Glossop Ward	Extremely Likely		The care I received has been excellent. The friendliness of the Sodexo staff is also worth			

				mentioning.			
40	Glossop Ward	Extremely Likely		Well looked after by all.			
41	Glossop Ward	Extremely Likely		Nothing is too much trouble for any of the staff.			
42	Glossop Ward	Extremely Likely		Efficient and helpful staff.		More nursing staff and HCAs are needed.	
43	Glossop Ward	Extremely Likely		Very helpful and attentive staff.			
44	Glossop Ward	Extremely Likely		Well looked after by dedicated staff.			
45	Glossop Ward	Extremely Likely		The staff are very attentive, friendly and caring.			
46	Glossop Ward	Extremely Likely		The staff are very attentive and listen to you.			
47	Glossop Ward	Extremely Likely		The staff are excellent. The ward is clean and there is a good atmosphere.		Perhaps a cash machine within the hospital would be helpful (the TV machine only accepts coins and notes).	
48	Glossop Ward	Extremely Likely		Attentive nursing staff.		I have not seen the same doctor twice. I have been here 9 days, information has been confusing and not consistent from the medical staff.	
49	Glossop Ward	Extremely Likely		The staff are interested in you as a person in difficult circumstances. The food is not good - horrible sandwiches, dry and uninteresting. Having sandwiches in the evening is not ideal.		Patients need more information about the library service i.e. about what is available. There is nothing worse than being bored.	
50	Glossop Ward	Extremely Likely		The staff are patient and try to attend to all your needs.		The TV is far too expensive.	
51	Glossop Ward	Likely		Friendly staff.		No.	
52	Glossop Ward	Likely		Very helpful staff, doctors, Sodexo team & the volunteers.			

				Friendly, kind & caring staff, always had time for you. Clean ward.			
53	Glossop Ward	Likely					
54	Glossop Ward	Likely		Can get very noisy. Nowhere else to compare it with. Wake up far too early. Plenty of drinks on offer. Friendly, capable staff. Wifi available, although does cut out a lot. Nice shower.		Noisy at times - compulsory use of ear phones if watching TV or iPads / iPhones etc.	
55	Glossop Ward	Likely		Staff very friendly & helpful.			
56	Glossop Ward	Likely					
57	Glossop Ward	Likely		Staff extremely helpful & food was tasty & well cooked.			
58	Glossop Ward	Likely		Side room needs TV, makes one feel isolated.			
59	Glossop Ward	Likely		Lovely staff, nothing too much trouble. A bit thinly stretched though. Such professionals.		Better toilet facilities for the more mobile patients. Get rid of the fumes coming through the open windows.	
60	Glossop Ward	Likely		Most staff very friendly. Ward clean, although noisy (can't be helped). Excellent all round. Definitely the 'Pilton Hilton', no pun intended. [Name withheld, husband of patient]			
61	Glossop Ward	Likely		Good attention from doctors, nurses and team.			
62	Glossop Ward	Likely		Well looked after.		No.	
63	Glossop Ward	Likely		I have been treated well. However, as I am partially sighted I have problems sometimes. If someone put this fact on my board behind the bed people would be aware of the situation e.g. I asked a member of staff			

				what time it was and the member of staff pointed to a clock which I couldn't see.			
64	Glossop Ward	Likely		If you need attention you get it.		All ok.	
65	Glossop Ward	Likely		The nursing staff are attentive.		I have been in hospital for nine days and not seen the same doctor twice. This has been confusing and not consistent in terms of treatment.	
66	Glossop Ward	Unlikely		Nurses are great but there are not enough of them to cope with the complete needs of the patients. Food is awful. Too noisy & light at night. No consistency in doctors seen.		Need a responsible person that manages the care of a patient from entry to discharge. Don't always dispense medicine in the same patient order.	
67	Glossop Ward	Not entered		Too hard to describe of hard work done with short staff. Thank you for all your efforts.			
1	Intensive Care Unit	Extremely Likely		10 out of 10. Every single one of them are lifesavers, including mine yesterday I think.		I can assure you there is nothing I can say except a huge thank you to my own GP, the ambulance crew, A&E and ICU. You are all a credit to the NHS. Thank you again.	
1	King George V Ward	Extremely Likely		Friendly, knowledgeable staff!			
2	King George V Ward	Extremely Likely		The way I was cared for was superb. The treatment and the expertise I received was beyond reproach. I was extremely worried and everybody involved on this ward was fantastic. Many thanks.		None at all. Just carry on.	
3	King George V Ward	Extremely Likely		Friendly staff and nothing is too much trouble. Caring staff. Staff say goodbye to you at the end of their shift.		Food presentation could be improved.	

4	King George V Ward	Extremely Likely		Excellent care - very impressed!		More staff.	
5	King George V Ward	Extremely Likely		Just friendly staff.			
6	King George V Ward	Extremely Likely		I have received very good nursing care. The only thing I did not like was being moved from one ward to another at 1 o'clock in the morning. The staff were very caring and could not be faulted.		The room I was moved from was still empty in the morning so it all seemed a bit pointless. I am aware of the necessity to provide available bed space at certain times.	
7	King George V Ward	Extremely Likely		Everyone from the doctors to the nurses were so helpful & made my stay here very reassuring. Looking after me was their top priority.			
8	King George V Ward	Extremely Likely		5-star treatment, can't fault it! Clean, tidy, friendly staff, good food, really enjoyed my stay. Many thanks.		Nope!	
9	King George V Ward	Extremely Likely		Excellent and professional care. Nothing too much trouble.			
10	King George V Ward	Extremely Likely		Only been on the ward 24 hours, made welcome, made comfortable and being well looked after.		Not really. I think the standard of care is extremely good.	
11	King George V Ward	Extremely Likely		The staff are very attentive at all times. I am very impressed with the care.		Not really. Everything seems to run very smoothly. The nurses are very hardworking. Everything and everywhere is so clean and tidy.	
12	King George V Ward	Extremely Likely		Just very good, all of the staff - they are first class. So hardworking and caring.		Nothing at all. Thank you to everyone for your compassionate care, very professional.	
13	King George V Ward	Extremely Likely		Wonderful staff, always a kind word and a smile. Always with a very professional approach and so kind at all times.		Not really. I honestly feel that all departments are doing a fabulous job.	

14	King George V Ward	Extremely Likely		All the staff are there whenever needed, not had to wait for anything. Very hardworking staff, including the Sodexo staff keeping the ward spotlessly clean. The food has been more than acceptable. As a holidaymaker, I have been very well looked after.		Overall, my experience here has been of a high standard. However, may I point out to you a breakdown of communication between consultant and doctors when my notes had not been updated. Not a complaint, just an observation.	
15	King George V Ward	Extremely Likely		Top marks. I have been very well cared for and looked after by the staff.		Not really, top marks as far as I am concerned. Sent here by my GP, had to wait in A&E for about 3 hours but acceptable and no-one's fault - just so busy.	
16	King George V Ward	Extremely Likely		The staff, although extremely busy, are always there for you when required, showing compassion at all times.		Nothing at all that I can think of. Good quality care on the ward so far at all times, including Sodexo staff.	
17	King George V Ward	Extremely Likely		Just always there showing care and kindness. So, generally speaking, all good.		To be honest, there is nothing I can think of. The staff have been very good and clean everywhere.	
18	King George V Ward	Extremely Likely		The staff are just so lovely, kind and caring, the way in which they care for you. From medical staff, right through to the ladies who look after our cleaning and food provided.		Nothing, my word absolutely nothing, so grateful to you all. A thousand 'thank you's.	
19	King George V Ward	Extremely Likely		The nursing staff are so kind and so chatty while going about their work. Always a kind, supportive word.		I cannot think of anything to be honest. Always clean. The food is very good as well - a very extensive menu offering good options. After a short time on the ward, I soon fitted in to the way the place is run.	
20	King George V Ward	Extremely Likely		Nice staff.		All good.	
21	King George V Ward	Extremely Likely		The staff are there as soon as you need them.		The staff are so busy - more would be nice, both during the day and at	

						night.	
22	King George V Ward	Extremely Likely		The attention of the nurses, doctors and physiotherapists has been excellent.		More night staff are needed - they are run ragged.	
23	King George V Ward	Extremely Likely		Everyone is so kind and helpful.		All good.	
24	King George V Ward	Extremely Likely		Helpful, friendly staff.		You cannot improve on this service.	
25	King George V Ward	Extremely Likely		The staff are very good.		All good.	
26	King George V Ward	Extremely Likely		I think the bay is a little cramped/lack of space per patient so staff have to move everything before they can do any work. The staff are very nice, caring, sympathetic and efficient. The food I have had has been fine.		I can't think of anything.	
27	King George V Ward	Extremely Likely		It has been wonderful so far. The nurses have all been good, I can't find any faults. They are cheerful, friendly and caring. The food so far has been good, especially the porridge at breakfast.		None.	
28	King George V Ward	Extremely Likely		The staff talk to you. They are very open and don't mind you asking questions. They are very good. The bay is roomy and bright. All the staff are very cheerful. The food and menu is satisfactory. All the staff have been excellent.		None.	
29	King George V Ward	Extremely Likely		Without exception, they are all efficient, caring, thoughtful and cheerful. When you ask for help they come but you may have to wait occasionally. The bay is clean		No, I can't. There is everything you need.	

				with adequate space, although chairs have to be brought for visitors. The food I have had so far has been good, no complaints.			
30	King George V Ward	Extremely Likely		All the staff are very efficient, kind and welcoming. You are well looked after.		None.	
31	King George V Ward	Extremely Likely		They have been marvellous from the time I came in. I am currently in a side room with my own facilities. I have not had any food as yet.		This is above and beyond what I expected.	
32	King George V Ward	Extremely Likely		A clean ward, very busy and well-organised.		Satisfied as it is.	
33	King George V Ward	Extremely Likely		Wonderful staff, very friendly, helpful and kind.		Very happy the way it is.	
34	King George V Ward	Extremely Likely		The staff are so good.		Not really, because I have been treated brilliantly.	
35	King George V Ward	Extremely Likely		Very friendly staff.		Privacy could be improved, there is no confidentiality as it is.	
36	King George V Ward	Extremely Likely		The attitude of the staff.		Very content as it is.	
37	King George V Ward	Extremely Likely		The staff have been brilliant.		The nurses should be praised for all they do, and rewarded.	
38	King George V Ward	Extremely Likely		The ward is well-organised and communication is good.		Satisfied as it is. I had to wait 3/4 hours in A&E.	
39	King George V Ward	Extremely Likely		There is a good atmosphere - friendly. Clean ward.		No.	
40	King George V Ward	Extremely Likely		The staff have been very caring.		As an observation, staff changeovers could be done with more confidentiality and not on the ward - I can hear all about other patients.	
41	King George V Ward	Extremely Likely		The willingness of the staff. They are very responsive and helpful.		Happy as it is.	
42	King George V Ward	Extremely Likely		The staff cannot be faulted.		Very happy the way it is.	

43	King George V Ward	Likely		Friendly staff, all seemed to be up to date with my condition all the time.			
44	King George V Ward	Likely		Everyone has been extremely caring and very lovely to me and always checking I have everything I need and feel ok.			
45	King George V Ward	Likely		Helpful staff.			
46	King George V Ward	Likely		The treatment received here by all staff.		More help for staff - under too much pressure.	
47	King George V Ward	Neither Likely nor Unlikely		My bed is adjacent to a door which is continually banging throughout the night.		Better communication in respect of clothing/toiletries required on admission would be helpful.	
1	Lundy Ward	Extremely Likely		The staff, all the staff, are so caring and understanding. Everything is explained so that you can understand it. Nothing is too much trouble for the staff. Excellent care from all concerned.		No.	
2	Lundy Ward	Extremely Likely					
3	Lundy Ward	Extremely Likely		The care shown towards me during my stay on this ward was brilliant. I was treated with complete respect by everyone. Thank you, guys. Many thanks. [Name withheld]		Keep it as it is - lovely ward.	
4	Lundy Ward	Extremely Likely		All the staff are very friendly and hardworking. Meal excellent.		Would like to see more decafe options.	
5	Lundy Ward	Extremely Likely		The staff were excellent, very helpful and had a smile on their faces. They kept the room and bathroom spotless. Food was very good.			
6	Lundy Ward	Extremely Likely		Couldn't ask for more caring nurses. Food excellent. Nothing is			

				too much trouble.			
7	Lundy Ward	Extremely Likely		Very, very good.			
8	Lundy Ward	Extremely Likely				Less noise at night.	
9	Lundy Ward	Extremely Likely		Kind, caring, proper looked after.			
10	Lundy Ward	Extremely Likely		The hardworking staff and cheerful.			
11	Lundy Ward	Extremely Likely		The care was great. Many thanks.			
12	Lundy Ward	Extremely Likely		Brilliant treatment. Wonderful staff.			
13	Lundy Ward	Extremely Likely					
14	Lundy Ward	Extremely Likely					
15	Lundy Ward	Extremely Likely		I am extremely grateful for the excellent care I have received. Thank you.		No. You are brilliant. Treat yourselves to something nice.	
16	Lundy Ward	Extremely Likely		Friendly staff on the whole. Helpful. Respectful with tough news. They went the extra mile to make sure I was comfortable.			
17	Lundy Ward	Extremely Likely		All staff on Lundy Ward have been so caring, friendly and efficient. A pleasure to be looked after by when not feeling very well. Thanks to you all.			
18	Lundy Ward	Extremely Likely					
19	Lundy Ward	Extremely Likely					
20	Lundy Ward	Extremely Likely		The staff are very helpful.		Communication between wards is poor e.g. I placed an order for food on KGV and was then moved to	

						Lundy but the food seemed to be forgotten.	
21	Lundy Ward	Extremely Likely		The staff are very caring.		The staff have done all they can.	
22	Lundy Ward	Extremely Likely		All the staff are very good.		Happy as it is.	
23	Lundy Ward	Extremely Likely		The staff are interested in you.			
24	Lundy Ward	Extremely Likely		The staff are very helpful and kind.		No complaints at all.	
25	Lundy Ward	Extremely Likely		The staff are wonderful.		I have been moved twice during the night which I have found very confusing.	
26	Lundy Ward	Extremely Likely		The friendliness and reassurance of the staff.		The TV is too expensive.	
27	Lundy Ward	Extremely Likely		The wonderful care.		The food has improved but there is still scope for further progress.	
28	Lundy Ward	Extremely Likely		The staff are always very helpful.		I do not appreciate being woken when I am fast asleep.	
29	Lundy Ward	Extremely Likely		Everybody is so kind.		Excellent as it is.	
30	Lundy Ward	Extremely Likely		Very friendly, helpful staff, always available. Very cheerful and welcoming.		Maybe not so many doctors around the bed at one time would be helpful.	
31	Lundy Ward	Extremely Likely		The staff are so friendly and professional.			
32	Lundy Ward	Extremely Likely		The care and attentive service.		Members of staff who are physically unfit should not be working - a member of staff in Day Surgery had back problems and so could not help me.	
33	Lundy Ward	Extremely Likely		Cleanliness, the food and staff - all good.		No. Everything is good.	
34	Lundy Ward	Extremely Likely		The experience has been first class.		It cannot be improved under existing budget controls.	
35	Lundy Ward	Extremely		The staff are excellent.		No, because the experience has	

		Likely				been good.	
36	Lundy Ward	Extremely Likely		The efficiency, care and attention.		No. I am so impressed with the way I have been treated.	
37	Lundy Ward	Extremely Likely		Friendly, hardworking staff across the board.		Happy as it is.	
38	Lundy Ward	Extremely Likely		All the staff are kind and friendly.		The TV should be free.	
39	Lundy Ward	Extremely Likely		The care has been excellent (10 out of 10). Everybody is cheerful. I have my own room and toilet facilities and all the staff from cleaners to medical staff are very pleasant. The food is good with a great menu choice.		None.	
40	Lundy Ward	Likely		Very good.		More staff.	
41	Lundy Ward	Likely		Treatment very good and the food.			
42	Lundy Ward	Likely					
43	Lundy Ward	Likely		A good ward but the staff can be noisy (day and night) talking about issues unrelated to work.		Communication could be improved - patients need to be kept better informed about their treatment.	
44	Lundy Ward	Likely		I have been in great pain and nothing appears to relieve it.			
1	Staples Ward (Stroke Unit)	Extremely Likely		Everyone extremely kind and helpful.			
2	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by all the dedicated staff.			
3	Staples Ward (Stroke Unit)	Extremely Likely		Attentive and professional staff. Very friendly.			
4	Staples Ward (Stroke Unit)	Extremely Likely		Efficient and dedicated staff.			
5	Staples Ward (Stroke Unit)	Extremely Likely		All the staff have been excellent. The ward cleanliness is good.			
6	Staples Ward (Stroke Unit)	Extremely Likely		The staff on this ward are a very friendly, helpful team. Nothing appears to be too much trouble			

				for them.			
7	Staples Ward (Stroke Unit)	Extremely Likely		All the staff have been attentive and friendly. They have kept me updated on what is going on which reassures me. I am currently in a side room with own facilities.		None.	
8	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are available when you require something. I can't find fault with anything. I am happy that they will help as I feel vulnerable at times. I am a vegetarian and there is limited choice on the menu. Salad is one of the main options, which is awkward when swallowing is a problem. I am very happy with the care.		No, I can't.	
9	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are very patient, understanding and help me all the time to improve my mobility so I can get home. The bay is clean and bright with a good outlook. The staff are also friendly towards each other. The food is very good with an outstanding choice on the menu. The staff also help me to eat /cut up the food, if required. I don't understand why people grumble about the food or care.		None.	
10	Staples Ward (Stroke Unit)	Extremely Likely		The connection that the staff make between themselves and the patients is very good. All the staff are there when you need them. The ward is very functional.		The media/TV provision should be free, especially for long-term patients.	

11	Staples Ward (Stroke Unit)	Extremely Likely		The staff are friendly and helpful, very efficient.		More nursing staff are needed on all shifts.	
12	Staples Ward (Stroke Unit)	Extremely Likely		The staff in this ward are very friendly, helpful and attentive.			
13	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are very kind and helpful, the doctor is excellent.		A nice cold water dispenser on the ward would be advantageous.	
14	Staples Ward (Stroke Unit)	Extremely Likely		Nothing is too much trouble for anyone. These nurses must go home exhausted, bless them. Very, very clean. A wide choice of well-cooked and well-presented food. I do not understand it when I hear people complain.		I really cannot think of anything as the staff here are just so kind, thoughtful and compassionate, along with showing first class professional care at all times. As an elderly lady, I am very appreciative. Thank you all from my heart.	
15	Staples Ward (Stroke Unit)	Extremely Likely		The staff are all amazing. The place is very clean at all times.		Not really.	
16	Staples Ward (Stroke Unit)	Extremely Likely		Answering on behalf of my father, the staff are just so supportive. They have got to recognise me and are always keeping me updated.		Not at all. Very, very good indeed. My father loves the food, he hasn't eaten so much in a long time. We, as a family, are just so grateful for all of the kindness and care shown.	
17	Staples Ward (Stroke Unit)	Extremely Likely		Treatment and care.		Pharmacy dept need more staff to deal with demand.	
18	Staples Ward (Stroke Unit)	Likely		The care has been good from most of the staff. They wash, dress and do essentials for me.		None.	
19	Staples Ward (Stroke Unit)	Likely		All the staff are always available when I need anything, they are cheerful and thoughtful. The bay is kept clean and tidy. The food is satisfactory with very good porridge for breakfast. There are always hot drinks and cold water available.		I can't think of anything.	
20	Staples Ward (Stroke Unit)	Likely		Most of the staff have been very good, professional and friendly. The bay is clean. The food is satisfactory so far.		No, not really.	

21	Staples Ward (Stroke Unit)	Neither Likely nor Unlikely		I am not happy with the care as most of the staff are impatient and don't allow you much time for essential things like washing my hands after going to the toilet. I am a vegetarian so food choice is limited and on one occasion they gave me a meat-based meal. Some of the nurses are really lovely and caring. Sometimes a few of the staff are verbally aggressive and bullying, insisting that you do things that are impossible.		The staffing numbers could be improved. The nursing staff could be less argumentative.	
22	Staples Ward (Stroke Unit)	Neither Likely nor Unlikely		Recently, I was sent home with only three hours' notice after being on this ward for two weeks, and dumped at home with no help. This time, I came in two weeks ago with a second stroke and am being treated very well by the nursing staff but the physiotherapists can be very bullying in attitude and only appear to be trying to get you out of bed and up so they can clear the ward. The food is excellent with a good menu choice.			
1	Tarka Ward	Extremely Likely		Very attentive and caring nursing staff.			
2	Tarka Ward	Extremely Likely		The service and care was second to none.			
3	Tarka Ward	Extremely Likely		Professional, polite, excellent staff.			
4	Tarka Ward	Extremely Likely		The chairs over the loos are not made for little people with hip & knee replacements.		The staff were very kind and attentive and the food was good with choices.	

5	Tarka Ward	Extremely Likely					Do not publish
6	Tarka Ward	Extremely Likely		Wonderful treatment. Very kind and caring nurses, doctors, physio/OT and housekeeping staff. Could not have had better treatment.			
7	Tarka Ward	Extremely Likely		Extremely good care I received by all the staff. Well done.			
8	Tarka Ward	Extremely Likely		All staff have been thorough, professional, kind and caring. The ward is extremely clean and well-equipped.			
9	Tarka Ward	Extremely Likely		Attentive and helpful staff, always pleasant.			
10	Tarka Ward	Extremely Likely		Excellent nursing and medical care.			
11	Tarka Ward	Extremely Likely					Do not publish
12	Tarka Ward	Extremely Likely		The care given was excellent both in the ward and by the physio.		I had to be here by 7.30am, having travelled an hour to get here. It was about 4pm before I went for surgery. A long time without food or drink.	
13	Tarka Ward	Extremely Likely		Very good treatment. Friendly and helpful staff.			
14	Tarka Ward	Extremely Likely		Tarka Ward is one friendly, happy family, ready to welcome the patient as one of their own. Professional, happy and kind. They go out of their way to make your stay pleasurable given the daunting time a hospital admission can be. A big thank you!		None. Perfect the way it is!	
15	Tarka Ward	Extremely Likely		Excellent care - kindness and care has been amazing. I just cannot		There is absolutely nothing at all that I can think of. I have been very	

				thank the staff enough.		impressed listening at change over time. i.e. the way the staff communicate with each other as they change their shift. Just so professional.	
16	Tarka Ward	Extremely Likely		Generally speaking, my care quality has been superb. There is one thing I will be discussing the Sister - only a minor thing really.		Just one thing, to make sure the nurses bell calling thumb piece is left accessible, especially at night. This caused the problem I had during the night that I shall discuss with Sister. Apart from that though everything else has been absolutely fine.	
17	Tarka Ward	Extremely Likely		Just amazing. The doctors listen to you. Very impressive care at all times. So clean at all times. The Sodexo staff are super-friendly and very efficient. The food is more than acceptable.		Not really. Words are hard to find that will offer my sincere thanks to you all. I rate you all as highly professional.	
18	Tarka Ward	Extremely Likely		The amount of care that has been given, the attentive staff and professionalism has been of a high standard. I am currently in my own separate room with own facilities. The food has been good with a reasonable menu choice.		None.	
19	Tarka Ward	Extremely Likely		All the staff have been very friendly and helpful. Even if the staff change they introduce themselves. There have been two male patients in this bay along with two of us female patients. All this was ok and we weren't made to feel embarrassed. The bay is excellently clean and tidy, it's like being at home. If you're not fussy, the food is good, but I		None.	

				am on the fussy side so it is just ok. Overall it's excellent.			
20	Tarka Ward	Extremely Likely		The care has been exceptional. It's the little extra things they do/say. You rarely have to wait for anything for long after ringing the bell. The care is all good. There is a fair choice of dishes on the menu which is quite good.		Not really, the care is excellent.	
21	Tarka Ward	Extremely Likely		All the staff have been very good & friendly, including the Sodexo staff.			
22	Tarka Ward	Extremely Likely		Everyone has been very attentive and efficient.			
23	Tarka Ward	Extremely Likely		The nursing and physio staff are just amazing, both day and night. The cleaners I give 10 out of 10, always spotless. I am afraid the food does nothing for me, but that could be me with anaesthetic and tablets (my taste buds are out of sorts) but I honestly find the food a tad bland.		No. My care has been very good. The ward sister and physio always have a kind, supportive word, a smile at all times alongside a very professional standard of care.	
24	Tarka Ward	Extremely Likely		The care has been very professional from all the staff, this includes the Sodexo team to nursing and medical staff. Hospital can be a daunting place to come to but the staff alleviate concerns with their friendly and amenable personas. The bay is light, clean and airy. The shower/toilet facilities are excellent. The food has been good so far with an excellent choice on the menu, something		No, I can't fault it.	

				for everyone. I came here in 1986 and this hospital is as good now as it was then.			
25	Tarka Ward	Extremely Likely		The care and nursing staff do everything you need e.g. putting my slippers on, dressing and using the toilet facilities. The bay is clean and nice. The food is not too bad with a reasonable menu choice.		None.	
26	Tarka Ward	Extremely Likely		It has been excellent, everything has been fantastic. The nurses and doctors have answered my questions. I have not wanted for anything. The menu choice is good and offers organic yoghurt which is good if you have been given antibiotics.		None.	
27	Tarka Ward	Likely					
28	Tarka Ward	Likely		What I like about this ward is that it is run well by the ward sister/manager and she has got a good level of respect from her staff. The staff also have respect for their patients. The bay is clean and only has four beds. It feels bright, airy and roomy. The food is satisfactory considering the number of patients and the different requirements.		None.	
1	Victoria Ward	Extremely Likely		Everyone, without exception, kind, considerate, good-humoured, patient and professional.			
2	Victoria Ward	Extremely Likely		The staff were / are excellent.		A dayroom.	

3	Victoria Ward	Extremely Likely		Staff are very professional and well-trained and friendly.			
4	Victoria Ward	Extremely Likely		Perfect!			
5	Victoria Ward	Extremely Likely		Every one of the staff has made sure to look after all my needs, pain management, medical checks, [illegible]. Knowledgeable about my problem and reassuring. The ward is kept clean and tidy. Food is good. Day room is very good for relaxing. A few more reclining chairs and a big TV would be even better. Plus, perhaps, spare books and DVDs from patients who no longer want them.		My echocardiogram is delayed I am told because a block of outpatients are being done first. By definition, I believe inpatients above a [illegible] risk [illegible] should always take priority (will wait 7 days min).	
6	Victoria Ward	Extremely Likely		A very busy ward with plenty going on at all times.			
7	Victoria Ward	Extremely Likely		A very busy ward. Professional and hardworking staff.			
8	Victoria Ward	Extremely Likely		Everyone has been good and attentive.		Bring back day rooms for patients who are discharged. I have been sitting in an uncomfortable chair for three hours.	
9	Victoria Ward	Extremely Likely		The staff are kind and understanding.		Meal sizes have been too large for me. I requested a small portion but it was still too large.	
10	Victoria Ward	Extremely Likely		The care and understanding given has been excellent.		The shower head is erratic - water goes everywhere.	
11	Victoria Ward	Extremely Likely		Everything has been good about the ward.			
12	Victoria Ward	Extremely Likely		Everyone has been so kind and understanding.			
13	Victoria Ward	Extremely Likely		I have been well looked after by all the staff.			

14	Victoria Ward	Extremely Likely		The ward itself has been good but I am still waiting for the specialist to come and discuss my problems with me.			
15	Victoria Ward	Extremely Likely		All staff have been kind and willing.			
16	Victoria Ward	Extremely Likely		Ward very clean, and staff very helpful and friendly.			
17	Victoria Ward	Extremely Likely		Very cheerful, friendly staff, ward clean.			
18	Victoria Ward	Extremely Likely		Well treated by all.			
19	Victoria Ward	Extremely Likely		Everyone has been excellent.		Staff need to communicate better between one another.	
20	Victoria Ward	Extremely Likely		The staff have been very helpful and friendly.			
21	Victoria Ward	Extremely Likely		The staff have been very good and friendly.		The food is rather tasteless.	
22	Victoria Ward	Extremely Likely		I have been very well looked after by all the staff.			
23	Victoria Ward	Extremely Likely				More nurses are needed during the night shift.	
24	Victoria Ward	Extremely Likely		The staff are compassionate and friendly.			
25	Victoria Ward	Extremely Likely		The ward staff have been excellent and friendly.			
26	Victoria Ward	Extremely Likely		The staff are very friendly, professional and attentive.			
27	Victoria Ward	Extremely Likely		I have been treated with kindness.			
28	Victoria Ward	Extremely Likely		All the staff are very nice and helpful. The ward is very clean.			
29	Victoria Ward	Extremely Likely		The care and attention to all the patients. The nursing staff are so considerate to everyone, a very professional approach to their		No, I don't think so. The staff at night are a little thin on the ground.	

				work, kindness shines through, without being patronising in any way. The staff all listen to everything you have to say. All staff show considerable respect to everyone. As you can see, I am extremely impressed.			
30	Victoria Ward	Extremely Likely		I can honestly say it is 100% good, the staff are just fabulous. The food and cleanliness are very good as well, but it is the nurses that star, so kind and considerate, so hardworking.		I honestly do not think so, everything seems to run very smoothly.	
31	Victoria Ward	Extremely Likely		It's first class care at all times. The staff always have a smile and a kind, supportive word. Very hardworking. Yes, a very professional team from cleaning staff through to consultants.		Nothing, absolutely nothing to complain about here I wouldn't think.	
32	Victoria Ward	Extremely Likely		Brilliant, everyone is just so kind and caring. Nothing is any trouble to any of them.		No, I don't think so, The ward is very clean. The food I have eaten has been more than acceptable.	
33	Victoria Ward	Extremely Likely		I am sure the staff picked up on how nervous I was coming into hospital, they made me feel so welcome, gave me all the support I needed. Thank you.		My first time in hospital and I was very nervous/frightened. The staff are very good the way in which they care.	
34	Victoria Ward	Extremely Likely		Very well looked after by very kind and attentive staff. The ward is spotlessly clean, plus the food is more than adequate, hot and well-presented.etc. Always a kind word and a smile as well.		No, I don't think there is, thank you. I am perfectly happy.	
35	Victoria Ward	Extremely Likely		The staff are excellent, doing their best at all times.		A difficult question. May I take this opportunity to thank the fantastic paramedics working for the NHS, also A&E along with Victoria. You	

						are all doing a wonderful job of work.	
36	Victoria Ward	Extremely Likely		The staff are kind, pleasant, polite, courteous and helpful. I can compare this hospital with others and this comes out tops.			
37	Victoria Ward	Extremely Likely		Five star, tops. Always being monitored by the staff. Excellent, top-quality care. Pleased to see a new day room on the ward for patients to escape their beds.		Care on the ward is first class. I would like to stay that it was a shame I had to wait seven days for my echo check. As an inpatient, I feel that could have been done a lot sooner, that way either giving me, as the patient, piece of mind or hopefully moving on to get treatment in putting it right.	
38	Victoria Ward	Extremely Likely		The staff are excellent, kind and helpful.		My only view, as a diabetic, is that I don't know if there is any way a sheet could be made available to explain sugars, carbohydrates etc. in the menu. I am ok with the food provided as I have had diabetes for years, but there must be patients out there who do not fully understand how important it is to monitor your sugar/carbohydrate input.	
39	Victoria Ward	Extremely Likely		An excellent ward, top marks to all of the staff, all of them. So clean. Plus, the food is fine - always what you have ordered and well plated up.		Absolutely nothing at all. The staff seem to be able to read your mind, knowing you need something before you even ask.	
40	Victoria Ward	Likely		The staff are lovely.		Day room.	
41	Victoria Ward	Likely		Normally very good, but short-staffing caused problems yesterday i.e. none of the patients were offered washes or showers and no drinks were			

				offered during the afternoon.			
42	Victoria Ward	Likely		Well looked after by all the staff.			
43	Victoria Ward	Don't Know				Bring back the dayroom on Victoria Ward. Returned from Exeter no beds, waiting for a bed on ward, not nice.	
44	Victoria Ward	Not entered		More parking spaces for disabilities. Day room is a good idea, thank you.			