

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Oct-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		Obviously, no one wishes to visit any hospital as an inpatient, but the attitude and care offered by all members of staff (many times under duress) was a reminder that nursing care is still a truly caring profession at all care levels. Thank you once again.			
2	Alexandra Ward	Extremely Likely		Everything & everyone is / was just fantastic - so helpful & caring. Staples Ward was all wonderful too, so kind everywhere to my mum [name withheld], so many thanks.			
3	Alexandra Ward	Extremely Likely		Everyone has been kind.		More nursing and HCA staff.	
4	Alexandra Ward	Extremely Likely		I have been treated very well, with kindness and caring.		When coming round from the operation, I was a bit hallucinatory. Perhaps a bit more reassurance was needed.	
5	Alexandra	Extremely		Well looked after by all the staff.			

	Ward	Likely					
6	Alexandra Ward	Extremely Likely		The service is excellent - you could not ask for better staff.		The only frustration was with A&E. I made three visits over the weekend before they admitted me.	
7	Alexandra Ward	Extremely Likely		I have been looked after well by all.			
8	Alexandra Ward	Extremely Likely		Everyone has been very good.		The TV is not connected up. I paid for a card in King George V Ward and was moved to Alexandra yesterday evening. No TV and no way of getting my money refunded. (Note: the patient agreed for our volunteer to refer this issue to the ward manager)	
9	Alexandra Ward	Extremely Likely		Most of the staff are very attentive and friendly.			
10	Alexandra Ward	Extremely Likely		The level of care has been excellent.		Sometimes I find that the lack of English gets confusing.	
11	Alexandra Ward	Extremely Likely		The staff are very friendly and caring.			
12	Alexandra Ward	Extremely Likely		Staff have been very helpful, caring and friendly,		Listen to the patient more.	
13	Alexandra Ward	Extremely Likely		I have found the ward to be faultless.			
14	Alexandra Ward	Extremely Likely		Well looked after by dedicated staff.		More nursing staff.	
15	Alexandra Ward	Extremely Likely		The staff have been brilliant.			
16	Alexandra Ward	Extremely Likely		Very attentive and professional staff.			
17	Alexandra Ward	Extremely Likely		Excellent staff.			
18	Alexandra Ward	Extremely Likely		Staff have been very kind and supportive.			
19	Alexandra Ward	Extremely Likely		Very friendly and helpful staff.			

20	Alexandra Ward	Extremely Likely		Very friendly and helpful staff.			
21	Alexandra Ward	Extremely Likely		Hardworking staff, friendly and caring.			
22	Alexandra Ward	Extremely Likely		The majority of the staff are friendly and helpful.			
23	Alexandra Ward	Extremely Likely		Staff are very friendly and helpful.			
24	Alexandra Ward	Extremely Likely		Staff are very efficient and caring.			
25	Alexandra Ward	Extremely Likely		Very friendly and helpful staff.			
26	Alexandra Ward	Likely		The staff have been kind, understanding, caring and trying to do their best for each patient. It is a noisy ward, day and night, due to other patients mainly but also the night staff i.e. when moving or standing up their chairs squeak and wake the patients up.		The food could be improved compared with Derriford. The food is simple but not tasty.	
27	Alexandra Ward	Likely		The staff have been very friendly and helpful.			
28	Alexandra Ward	Likely		The staff are kind, helpful and very caring.			
29	Alexandra Ward	Neither Likely nor Unlikely		My mother-in-law passed away with you and her care was ok. But felt the care of the family after was not as well, no information was given to take away, we weren't offered a cup of tea even and it felt the aftercare to us was just lacking.			
30	Alexandra Ward	Unlikely		A very noisy ward all the time, day and night, non-stop, mainly due to other patients.		Quieter areas where patients can rest.	

31	Alexandra Ward	Not entered		Whilst the staff on the Alexandra Ward were excellent, the pharmacy department is absolutely appalling. We were told patient would leave around 3. At 6.15, we are still awaiting medication. It has not been delivered by pharmacy – not in the [illegible] – this is totally unacceptable. [Illegible] was ready 2 hours ago and has been lost.		Please get your pharmacy department sorted – service we have received from A&E / eye dept / ward excellent.	
1	Capener Ward	Extremely Likely		Friendly, good-natured, professional care. Many, many thanks.		Stay as you are.	
2	Capener Ward	Extremely Likely		Everyone has been very kind and helpful.			
3	Capener Ward	Extremely Likely		Been very well treated by all.			
4	Capener Ward	Extremely Likely		The staff are very gentle and helpful. Perhaps when they say they will come back to you, it takes longer than it should do.			
5	Capener Ward	Extremely Likely		Everyone I have come in contact with on this ward has been wonderful. I would have no hesitation in recommending them. All the staff are very kind and have the time to listen to you, day or night. The food is very good considering the numbers to be catered for. The ward is always clean. You couldn't ask for more.		None.	
6	Capener Ward	Extremely Likely		All the staff are very kind, patient and nothing is ever too much trouble. I can't find fault with			

				anything.			
7	Capener Ward	Extremely Likely		The staff are very good, they are friendly and will do anything for you. The ward is clean and comfortable. The food is alright and they offer three sized portions. The menu offers a range of dishes.		No. The ward runs alright.	
8	Capener Ward	Extremely Likely		The staff are available when you need them. They are very helpful, efficient and caring.		Not really.	
9	Capener Ward	Extremely Likely		The care is excellent. The staff do their work in a calm and purposeful manner. All the staff work together as a team and show respect to each other regardless of position.		None as yet.	
10	Capener Ward	Extremely Likely		The staff will do anything for you, get you up, feed you, help with showering and dressing. The staff are very pleasant, friendly and will have a chat. The food is very good, it is always hot with a good range of choices on the menu.		No, everything seems ok to me.	
11	Capener Ward	Extremely Likely		All the staff have been very kind, helpful and will do anything for me. The food is very good.		No, it is excellent.	
12	Capener Ward	Extremely Likely		All the staff are friendly. They help me with washing. There is a very limited range of fruits and vegetables offered at meals. It can be noisy at night especially from the corridor outside the bay, mainly from staff.		The noise at night could be lessened.	
13	Capener Ward	Extremely Likely		The staff are good.		All good.	

14	Capener Ward	Extremely Likely		Fantastic service.		You cannot do more than what you are already doing. I would like more information about what is going to happen.	
15	Capener Ward	Extremely Likely		Very attentive staff.		All good here.	
16	Capener Ward	Extremely Likely		Nice staff. Good food.		The doctors do come to see you but when you are feeling so ill you do not feel like talking or asking questions.	
17	Capener Ward	Extremely Likely		It has been marvellous, everyone is so happy and nice.		I have been well looked after. You could not improve on this care.	
18	Capener Ward	Extremely Likely		Good food - fresh. Wonderful care here. I cannot complain about anything.		I cannot fault anything.	
19	Capener Ward	Extremely Likely		The hard work of all the staff.		The toilet could be made bigger to make wheelchair access more straightforward.	
20	Capener Ward	Extremely Likely		I cannot fault the staff.		Satisfied as it is.	
21	Capener Ward	Extremely Likely		The staff and food are excellent.		No. It is very good as it is.	
22	Capener Ward	Extremely Likely		The staff are efficient and friendly.		The TV is too expensive.	
23	Capener Ward	Extremely Likely		The care and treatment is very good.		Doing very well as it is.	
24	Capener Ward	Extremely Likely		The staff are efficient, friendly and caring.		There is no problem with ward but there has been confusion with some departments i.e. conflicting advice given by different doctors.	
25	Capener Ward	Extremely Likely		The staff are wonderful but the cleaning is a bit slapdash.		Great improvements have been made in the last 8 years at this hospital - carry on the good work. The League of Friends should be re-introduced.	
26	Capener Ward	Extremely Likely		It is noisy at night due to both other patients and staff.			

27	Capener Ward	Extremely Likely		Very well looked after by everyone.			
28	Capener Ward	Extremely Likely		Staff are very friendly, helpful and caring.			
29	Capener Ward	Likely		This ward is very busy, the staff are very friendly and would like to give you more time but this is not available to them. I am in a side room which I find isolating and the days appear long, especially as there is no clock in the room. Your privacy is always guarded and the caring and thoughtful staff will do anything for you, including going to buy me a paper. I am my husbands carer and, as he has dementia, they admitted him as well and allowed him to have his lunch with me in my room. The meals have been excellent, you cannot fault them at all, and the menu choices are very good - there is something for everyone.		No.	
30	Capener Ward	Likely		The staff are good but very busy - their response is sometimes slow.			
31	Capener Ward	Likely		Communication needs to be improved - there are too many doctors with contrasting and conflicting opinions.			
32	Capener Ward	Likely		The care and treatment of patients is good.			
33	Capener Ward	Likely		All staff are very friendly and efficient.			
34	Capener Ward	Not entered		The staff are good.		Satisfied as it is.	
1	Caroline	Extremely		Very helpful, caring and, I must		No, nothing. Our experience has	

	Thorpe Ward	Likely		say, everyone listened to us.		been amazing.	
2	Caroline Thorpe Ward	Extremely Likely		So delighted with the care shown, very professional staff.		No. All good, thank you, including allowing me as the mother to stay overnight.	
3	Caroline Thorpe Ward	Extremely Likely		The quality of the care is excellent at all times.		Not really, I feel the staff are doing a great job.	
4	Caroline Thorpe Ward	Extremely Likely		All good, like the way we have the same nurse treating our son on every visit.		Nothing at all, thank you. Our experience here is always excellent.	
5	Caroline Thorpe Ward	Extremely Likely		The staff have been lovely, kind, caring, compassionate and very professional.		No. More than happy, thank you, not just with the care shown to our son, but also the care and kindness shown to me at all times as his mother.	
6	Caroline Thorpe Ward	Extremely Likely		Amazing, helpful, kind and kept very well informed. My husband and I are very impressed.		No, I don't actually think there is anything.	
7	Caroline Thorpe Ward	Extremely Likely		All the staff are absolutely amazing. Nothing is too much trouble to anyone, 24 hours a day.		Access to more cold drinking water on the ward would be good i.e. a cold water machine. A simply wonderful ward.	
8	Caroline Thorpe Ward	Extremely Likely		Friendly, kind, caring, helpful and accommodating staff. Plus, very professional at all times.		Not really. I am very pleased with all of the compassionate care shown.	
9	Caroline Thorpe Ward	Extremely Likely		Amazing quality of care which we would most certainly recommend. The staff made us feel very welcome. The compassion shown and attentive care has been first class. Nothing has been too much trouble to any of the staff. 100% professional care at all times. Also, spotlessly clean. Thank you.		We are on a family holiday and our son was not at all well. We now have a diagnosis and are fully in the picture.	
10	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Looked after & nice staff.	Well looked after & explained the plan afterwards.		

11	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Good care.	Good food and staff.		
12	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The nurses & doctors are really friendly and kind. The ward is quiet.	It was quiet, I was helped when needed. I wasn't woken up when I was poorly.	N/A.	
13	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Clean, bright ward. Great communication which you don't always get in hospitals. Never felt forgotten. Friendly, & staff who took the time to explain.		N/A.	
14	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were very friendly and made my daughter feel really comfortable.	We were seen very quickly and welcomed. A very thorough examination and a cup of tea!	Nothing. It was perfect.	
15	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very professional & caring.	Caring staff. Clean ward. Professional throughout.	No concerns whatsoever.	
16	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly and put my daughter at ease when doing obs or any other interactions. Appears clean, with range of toys & books.	As overleaf.	Nothing.	
17	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone has been so helpful, caring and friendly. [Name withheld] says thank you very much.	The room was quiet and comfortable. The children's room is lovely - I think [name withheld] would have liked to have stayed longer to make the most of it!	Perhaps just let us know about the parents room / tea-making facilities on the first day!	
18	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My daughter was well looked after during her stay. Thank you.			
19	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, caring, friendly staff.	Quick & thorough.	Nothing.	
20	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic team of staff - doctors / nurses & support team. Great, clear communication & took excellent care of my son.	Communication [illegible] my son. Co-ordinated care. Felt supported & looked after. Thank you!	Nothing.	
21	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because we had the most wonderful service. V. child-focussed, good explanations, we felt well looked after. Thank you			

				for all that you do. We are lucky to have you. [Names withheld]			
22	Caroline Thorpe Ward	Yes	Not entered	The staff have been amazing, [name withheld] especially. She has been a big support for us and looked after [name withheld] brilliantly, she is an absolute asset to the team. Also, in the night times [name withheld] was really calming for [name withheld] when he was unsure and sleepy. Overall, brilliant team!	The attentive staff. Excellent hygiene. The fact that the staff are brilliant with dealing with children.	Nothing I can think of.	
23	Caroline Thorpe Ward	Yes	Not entered	The doctors really listened to our concerns and nurses were lovely.			
24	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great communication with staff and us. Very helpful with great information and learning for our daughter. Thank you [illegible].	Place was nice and tidy, staff [illegible].	Food but that's not staff fault.	
25	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Doctors & nurses here are quick to act on providing the best care they can with what they know before and after tests & confirmation on what is wrong with the patient.	Everything.	Nothing that I can think of.	
26	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
27	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, efficient, professional staff. Baby well looked after. Always kept informed of what is going to happen next.	Please see previous.	N/A.	
28	Caroline Thorpe Ward	Yes	Patient	Friendly staff. Good facilities. Nice meals. Lots of stuff to entertain kids.	Comfortable bed. Staff were kind and welcoming. The size of meals was good.	The wrist bands were too tight and hurt my wrists. We were missing the remote in our room for the TV. Blankets were thin and cold. The outside light shone through our curtains during the night.	

29	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone has been so helpful and understanding. Thank you.	Looked after very well and made to feel welcome.	No.	
30	Caroline Thorpe Ward	Yes	Patient	The staff are nice and also comforting. I love the beds that move. All staff are polite, helpful and talk to me, not just my mum. Staff lent me a phone charger plug.	Staff helped me all the time, free TV and somewhere for my mum to sleep. Good facilities / activities in playroom & school.	Air freshener in the toilet. The prices in hospital shop was ridiculous! Toothpaste tastes horrible. Sorry! Fix the window to close properly please.	
31	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
32	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We always enjoy being at this hospital due to the friendly and attentive staff.	Staff keeping us fully informed at all times and mindful of timing issues e.g. needing to be available for school run.	Nothing.	
33	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were all very friendly & understanding.	Staff took plenty of time to care for our daughter.	There were a few miscommunications in handovers which meant varying timelines were given.	
34	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff have been amazing, kind, friendly, welcoming. Treatment has been thorough and fully explained.	Wonderful staff. Cleanliness.	Nothing!	
35	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We were seen very quickly and all staff were friendly and helped to put my 3yr old at ease. Lovely nurses. Thank you. [Name withheld].	Seen quickly and nurses readily available to help.		
36	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent. Kind, caring doctors nurses and staff.	As above.	Nothing.	
37	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff. Good facilities.	Friendly, helpful staff.		
38	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
39	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone is so friendly, caring and calming to both the patient & also the very nervous parent!!! Huge thank you to everyone who	The attention to detail, needs & wants. The friendliness of everyone is amazing.	Nothing that came to light over a 24-hour period.	

				looked after my daughter, from the nurses, doctors, healthcare assistants, school team & cleaning staff. You are all amazing!!!			
40	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, get to stay with your child, clean and lots of toys.	That I had a bed and our own room. Efficiency.	To have had our room sooner.	
41	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff were very friendly.		Nothing.	
42	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Looked after very well and staff accommodating for siblings as well and covered overnight stay for them as well.			
43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent staff, can't thank you enough, brilliant team, amazing and caring. Amazing lady called [name withheld]. Thank you.	Helped in every way, [name withheld] was amazing.	Nothing.	
44	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone is so helpful, makes you feel at ease. Like your important & you are not wasting their time.	Everyone is on hand, telling you what's going on. Everyone is happy to help in any way.	Nothing, you were fab.	
45	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Caring, friendly, always have best interests of child at centre of what doctors and nurses do.	Level of care my child received.	Transfer from A&E to ward could have been quicker.	
46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly and welcoming. Made us feel very comfortable and looked after every step of the way. Very informative with information.	Nurses.	Nothing.	
47	Caroline Thorpe Ward	Yes	Not entered	All the staff were very helpful & made [name withheld] better!!	[Name withheld] was very well looked after. I was fed as I am breastfeeding.	Nothing.	
48	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
49	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very polite / nice.			
50	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, caring, considerate staff. Staff ensured my son was	Very pleased with how my son was looked after on the ward.		

				comfortable & happy. Gave him toys / DVDs. Staff showed a person-centred approach. Short waiting times. Great playroom for the children.	Staff were great, thank you.		
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing staff, very thorough. Hospital cleanliness 10/10. Food very good, plenty of choice. Great books and games. The parent facilities was a welcome break to make a cuppa or food.	My daughter enjoyed the portable DVDs and she said the staff were very nice.	Oil the doors so they don't creak.	
52	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff couldn't do enough to keep [name withheld] occupied today. The nurse looking after us today was brilliant!	Staff.		
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because I have been in here with both my girls, [names withheld], over the two weeks & they have been absolutely amazing with care towards them two and also me.	The staff have gone over and beyond for all of us.	Absolutely nothing!	
54	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff very friendly, accommodating and always happy to help no matter what the situation.	All was good.	Let parents know that they don't get meals - (not all the time).	
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Supportive, attentive, very caring and always there when needed. You're all amazing xxx.	Everything.		
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful and understanding staff. Highly recommend.	Hospitality.		
57	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing staff, really looked after our daughter well. Never left too long either.	As above.	N/A.	
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Good support from the medical care.	Care from the staff.		
59	Caroline Thorpe Ward	Yes	Not entered	Very helpful and understanding.			

60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Cannot fault the service we have received.	Friendly and caring staff.		
61	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff are always really helpful.	That the staff was always around to help.		
62	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
63	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	It's not like a hospital - it's nice.	Everybody was really friendly. The food was nice. There's loads to do in the playroom.		
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Really efficient, friendly, caring, thorough, reassuring - wonderful care.	Everything - the staff, the care, our room, the equipment, the children's playroom.	Nothing.	
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	[Name withheld] was well checked on and everything was explained clearly. The staff showed they cared very much.	Caring staff.	Nothing.	
66	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Good care & information given about my daughters care. Personal feel and care & nothing is ever too much. Thank you x.			
67	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everything has been so nice & very professional.	How friendly & professional they were.	Nothing.	
68	Caroline Thorpe Ward	Yes	Patient	All the nurses were always really nice.	All the treatment was fantastic.	Nothing, everything was great.	
69	Caroline Thorpe Ward	Yes	Not entered	Lovely, kind nurses & doctors (favourite chicken nuggets). Thank you.	Diagnosed and sorted within hours, very reassuring.	Perfect, stay as you are.	
70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff have been very helpful and looked after me and my daughter's needs. [Name withheld] has been amazing!! [Name withheld] also in the playroom was very good and helpful!	Needs met and more.	Nothing.	
71	Caroline Thorpe Ward	Yes	Not entered	Because I have had lots of care and food! Toast.	Staff. Food. Clean. Machines. But now let's go home please!	Nothing! Good as they are. You [illegible] helpful.	

72	Caroline Thorpe Ward	Yes	Patient	Everyone was very nice, they always made sure I was ok. Very helpful.	Everything.	Nothing.	
73	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are wonderful, care top notch, clean and, most of all, friendly, helpful and caring.	The standard of care.	Nothing.	
74	Caroline Thorpe Ward	Yes	Patient	The playroom the service and the beds.	How kind the nurses were, really nice.	The TV on over dinner.	
75	Caroline Thorpe Ward	Maybe	Parent/Guardian/Carer	I felt like he got the best care but just had long waiting times.	Everyone was very helpful.	Waiting times.	
1	Fortescue Ward	Extremely Likely		Well looked after by all the staff.		Sometimes doctors don't introduce themselves.	
2	Fortescue Ward	Extremely Likely		The nursing staff have been excellent, they are very helpful and understanding.		There is a lack of greens in the meals.	
3	Fortescue Ward	Extremely Likely		Everyone has been very good.			
4	Fortescue Ward	Extremely Likely		Very well looked after by everyone.			
5	Fortescue Ward	Extremely Likely		The nurses are caring, friendly and helpful. I have no more to say. The food is good.		None.	
6	Fortescue Ward	Extremely Likely		All the staff do their best all the time. They are very helpful, caring and will do anything for you. The food is very tasty.		No, it is very good.	
7	Fortescue Ward	Extremely Likely		Friendliness of the staff.		Happy as it is.	
8	Fortescue Ward	Extremely Likely		Constant care received.		Happy the way it is.	
9	Fortescue Ward	Extremely Likely		The staff have been wonderful.		It cannot be faulted as it is.	
10	Fortescue Ward	Extremely Likely		The nurses are genuine and caring.		The food is very good. I am satisfied as it is.	
11	Fortescue Ward	Extremely Likely		The staff are very helpful.		More staff needed - the shifts are too long.	

12	Fortescue Ward	Likely		I have been very well looked after, the staff are excellent.			
13	Fortescue Ward	Likely		Well looked after by everyone.			
14	Fortescue Ward	Likely		The care has been fair so far, not bad. The staff seem to get on with their work. The bay is clean. The food so far has been alright.		No. I don't think so.	
15	Fortescue Ward	Likely		Some of the staff are quite nice, on the whole they are very good. The food is very good, with a choice of dishes.		Not at the moment.	
16	Fortescue Ward	Likely		Well treated by all.		Doctors need to be more patient-friendly, talk not dictate.	
17	Fortescue Ward	Likely		Well looked after by very friendly staff.			
18	Fortescue Ward	Likely		The staff have been very good and caring.			
19	Fortescue Ward	Unlikely		So noisy day and night due to other patients.		The segregation of patients with dementia needs attention. The staff are overworked. Also, more security needed for staff.	
20	Fortescue Ward	Unlikely		Very disturbing and noisy due to other patients.		More nurses are needed.	
21	Fortescue Ward	Extremely Unlikely		Some of the staff don't listen to me, and when I ask for help or want something many of them ignore me and don't take on board what I have said. The food is ok, but last night they didn't wake me up for my meal so it went cold and was inedible.		Sack all the nursing staff on the ward and start again with new, caring staff.	
1	Glossop Ward	Extremely Likely		2 occasions on the same day, were indiscrepancies have been made due to distribution of meds, as a result I was held back by 2 hours.			

2	Glossop Ward	Extremely Likely		Staff here first class.			
3	Glossop Ward	Extremely Likely		The nurses are always smiling and upbeat even though they are rushed off their feet.		Doctors should have a bit more compassion when giving bad news.	
4	Glossop Ward	Extremely Likely					Do not publish
5	Glossop Ward	Extremely Likely		Level of care. Cleanliness. Nurses. Knowledge.			
6	Glossop Ward	Extremely Likely		The staff lovely and helpful.		It's very good as it is.	
7	Glossop Ward	Extremely Likely		The staff have been very good, friendly and helpful.		More staff are required - nurses and HCAs.	
8	Glossop Ward	Extremely Likely		The staff are very attentive and professional.		More nurses and HCAs.	
9	Glossop Ward	Extremely Likely		Very efficient, friendly and attentive staff.			
10	Glossop Ward	Extremely Likely		Friendly, attentive staff.			
11	Glossop Ward	Extremely Likely		A clean ward. Everyone has been very friendly, helpful and professional.			
12	Glossop Ward	Extremely Likely		Very friendly, helpful and attentive staff.			
13	Glossop Ward	Extremely Likely		I have been treated well by all.			
14	Glossop Ward	Extremely Likely		The staff attitude has been excellent.			
15	Glossop Ward	Extremely Likely		All the staff have been very kind and supportive.			
16	Glossop Ward	Extremely Likely		Everyone has been very friendly, attentive and helpful.			
17	Glossop Ward	Extremely Likely		Everything has been excellent.			
18	Glossop Ward	Extremely Likely		Been treated very well by all the staff.			

19	Glossop Ward	Extremely Likely		All the staff have been very good and caring.			
20	Glossop Ward	Extremely Likely		Friendly staff who are very responsive.		The TV is very expensive and sometimes doesn't work.	
21	Glossop Ward	Extremely Likely		The staff on the ward have been excellent.			
22	Glossop Ward	Extremely Likely		The nurses are very patient, they always have time for me and they are very hardworking and kind. The ward is very clean. All the visitors are made welcome. All the staff, from medical doctors to Sodexo members, are excellent in what they do. The food has been good, the salads and jacket potatoes are particularly delicious.		None at this point.	
23	Glossop Ward	Extremely Likely		The staff are caring and kind. The ward is clean and they change the bedding every day. I don't eat a lot but I do choose to have the salads.		None.	
24	Glossop Ward	Extremely Likely		The staff have all been very friendly, they make you feel at ease. They are very good at what they do. The ward is kept clean. The food is nice with quite good choices.		No, they do the best they can.	
25	Glossop Ward	Extremely Likely		The care is constant, the cleaning is ongoing. The staff are friendly, cheerful and very professional. The food has been brilliant, it is like being in a 5* hotel.		Only more beds and staff.	
26	Glossop Ward	Extremely Likely		All the staff have been nice and friendly, they let me know their names so I can communicate personally. The bay is kept clean		None.	

				and tidy. The food has been fine with adequate choices on the menu.			
27	Glossop Ward	Extremely Likely		Everything is provided for you without having to ask, they anticipate your needs. All the staff are very friendly, caring, cheerful and professional doing their work. The food is fantastic, with an amazing choice.		None.	
28	Glossop Ward	Extremely Likely		All the staff are very pleasant, caring and kind. They appear to enjoy what they are doing. If you ask a question they give you an answer and if they don't know they will find someone who does. The ward cleanliness is fine. The food can't be faulted but I would appreciate not being disturbed during the meal or just after. There used to be a quiet hour for lunch and after - this should be observed. The ward is a very busy ward but it runs smoothly.		To quicken the discharge time.	
29	Glossop Ward	Extremely Likely		All the staff I have encountered respond quickly to anything I request. That are friendly and they cope very well considering the number of patients, they are very busy. The food is quite good.		More staff and money.	
30	Glossop Ward	Extremely Likely		The care has been very good, they help you before you get to ask them. The staff are friendly and thoughtful, they are good at sorting things out. The ward is kept clean. The food is good.		None.	
31	Glossop Ward	Extremely		All the staff are angels, they will		I would like some books or	

		Likely		do anything for you. The staff do their best for all the patients.		magazines to read.	
32	Glossop Ward	Likely		All the nurses were lovely, clinically-attentive and conscientious at doing all their checks. I felt very safe. But, as a nurse (who trained with Flo Nightingale), I feel sad at the lack of 'caring'. At one point, a nurse saw me crying and looked / walked away. No one made small talk or asked how I felt other than physically.		Take time to care for individuals (especially self-caring ones).	
33	Glossop Ward	Likely		A very busy ward. The staff are friendly, helpful and caring.		More nursing staff during the day time.	
34	Glossop Ward	Neither Likely nor Unlikely		Two urine bottles have been on my bed tray since 8am and still not been taken away over 3 hours later. (Note: the patient agreed for our volunteer to refer this issue to the ward manager)			
35	Glossop Ward	Not entered		Excellent service throughout by all staff [illegible], very kind & helpful [illegible] a lot of [illegible].			
36	Glossop Ward	Not entered		Helpful and friendly staff.			
1	Intensive Care Unit	Extremely Likely		Unendingly patient, very professional, caring and show compassion at all times. I am very impressed.		The staff are just wonderful. My only wish is that the hospital served up smaller portions as I have no appetite whatsoever. (Note: the patient asked our volunteer to mention this to the ward manager)	
2	Intensive Care Unit	Extremely Likely		Wonderful care shown by everyone, at all times.		How can we even think of altering/making improvements? All of the staff are just amazing.	

1	King George V Ward	Extremely Likely		Very caring, very friendly and took time to explain everything so that, in spite of being elderly, I wasn't treated like a moron!		Apart from employing more staff and letting them work less hours, no!	
2	King George V Ward	Extremely Likely		All very pleasant, work very hard but still making time to talk to you.		Not been here long enough to know!	
3	King George V Ward	Extremely Likely		Everyone is so helpful and understanding. I have been on this ward a few times and everyone to be wonderful and with great sense of humour.			
4	King George V Ward	Extremely Likely		I was very pleased with the care and staff on the ward. The cleanliness was brilliant. Couldn't ask for more. Very well-mannered staff.		Just keep what your doing well.	
5	King George V Ward	Extremely Likely		Very attentive, considerate staff.			
6	King George V Ward	Extremely Likely		Because the staff are so nice and helpful.		Just keep it the same.	
7	King George V Ward	Extremely Likely		Very competent, helpful staff.			
8	King George V Ward	Extremely Likely					
9	King George V Ward	Extremely Likely		The care that I received at this ward was outstanding, especially from the nurse [name withheld]. Nothing was too much trouble. She made me very comfortable when I stayed here. Would like to say thank you.			
10	King George V Ward	Extremely Likely		The care and attention given to all patients is superb. Nothing is too much trouble. Everyone is under-valued and should be rewarded for their efforts. They			

				all work well together, making the atmosphere relaxed and happy! Well done KGV and thank you to all.			
11	King George V Ward	Extremely Likely		In the last month, I have had two stays on KGV. In that time I have been staggered at the kind, caring nurses and other staff. Nothing is ever too much trouble, they are cheerful and friendly but my goodness they are busy. In their 12-hour shifts they are constantly rushed off their feet. It is such a shame they are understaffed. They deserve so much better.			
12	King George V Ward	Extremely Likely		I am a Yorkshire person I love Devon. I often go back to Yorkshire to see friends. But I am always happy to get back to Devon. It was the place I started my business. I only wish I was growing young and not old.			
13	King George V Ward	Extremely Likely		All staff are extremely kind and empathetic. Angels in disguise. Thank you.			
14	King George V Ward	Extremely Likely		Hardworking staff, very friendly and helpful.		Privacy could be improved - curtains are rather flimsy. I can overhear conversations.	
15	King George V Ward	Extremely Likely		All the staff are very friendly and helpful.			
16	King George V Ward	Extremely Likely		Good team work throughout the ward, including all the Sodexo staff.			
17	King George V Ward	Extremely Likely		Caring staff, very helpful and friendly.			
18	King George V	Extremely		I have been well looked after by			

	Ward	Likely		helpful and friendly staff.			
19	King George V Ward	Extremely Likely		The staff are really good.		I had a very long wait in A&E from 4pm to midnight.	
20	King George V Ward	Extremely Likely		Very attentive and caring staff.		The lack of staff (doctors and radiologists etc.) at the weekends is frustrating.	
21	King George V Ward	Extremely Likely		Individual care has been very good.		It is fine as it is.	
22	King George V Ward	Extremely Likely		I have been well cared for.		Very happy as it is.	
23	King George V Ward	Extremely Likely		The ward is excellent, wonderful care.		Car parking fees are too high.	
24	King George V Ward	Extremely Likely		The service from all the staff.		Car parking is still bad - my wife had to wait 20 minutes to find a space.	
25	King George V Ward	Extremely Likely		The cleanliness, orderliness and care are so good.		All good.	
26	King George V Ward	Extremely Likely		All the staff are very pleasant.			
27	King George V Ward	Extremely Likely		I have been looked after well.		Happy as it is.	
28	King George V Ward	Extremely Likely		It has been very detailed, caring and positive and very much better than I expected. All the staff have been excellent. The food has been more than adequate.		No, I am pleasantly surprised by the care I have received from the staff.	
29	King George V Ward	Extremely Likely		The staff are very helpful and good.		No.	
30	King George V Ward	Extremely Likely		All the staff have been very friendly, helpful and kind. I am currently in a side room with my own facilities. I couldn't ask for anything more.		None.	
31	King George V Ward	Extremely Likely		The kindness of the staff.		I've not been here long enough to comment.	

32	King George V Ward	Extremely Likely		The staff are willing and approachable.		The only improvement that would be good would be more space and privacy around the beds.	
33	King George V Ward	Extremely Likely		The nurses and HCAs are wonderful.		No, it's all good.	
34	King George V Ward	Extremely Likely		The staff are caring and go the extra mile.		The tea is awful, horrible taste. Everything else is good.	
35	King George V Ward	Extremely Likely		The nursing staff are all helpful.		Pharmacy is so, so, so slow. You can be discharged early in the morning but wait hours for drugs to be dispensed.	
36	King George V Ward	Extremely Likely		All staff are very friendly and helpful.			
37	King George V Ward	Extremely Likely		The staff have been brilliant.		Satisfied as it is.	
38	King George V Ward	Extremely Likely		Very well treated by all the hardworking and professional staff.			
39	King George V Ward	Extremely Likely		The team work is very good.		There is a shortage of nursing staff.	
40	King George V Ward	Extremely Likely		Everyone has been very friendly, helpful and attentive.			
41	King George V Ward	Extremely Likely		All the staff have been very friendly and helpful.		More nurses & HCAs are needed.	
42	King George V Ward	Extremely Likely		The staff are kind, considerate and friendly.		Smaller meals for some patients - I seem to send back more than I eat.	
43	King George V Ward	Extremely Likely		Friendly, helpful and attentive staff.			
44	King George V Ward	Extremely Likely		Attentive, friendly and helpful staff.			
45	King George V Ward	Likely		Most of the staff very helpful & hardworking. Took good care of the patient.		Reduce time waiting for medication before you can leave.	
46	King George V Ward	Likely		Friendly and efficient service.		I think patients with dementia on the ward would benefit from more support as they disrupt the rest of	

						the patients when shouting and calling for help. (Note: the patient asked our volunteer to refer this issue to the ward manager)	
47	King George V Ward	Likely		The staff do their best under difficult circumstances - it is so busy.		There are not enough staff on the ward.	
48	King George V Ward	Unlikely		Time waiting for scan results was over 4 hours, no information on why or what was happening. Very disappointed.		More information and lower wait times. Why waste money on cannulas when a person will not be staying! More communication between departments.	
49	King George V Ward	Unlikely		Felt spoken down to by a surgeon doctor, which left me crying with really low thoughts. Communication and bedside manners from his last visit to me wasn't nice at all. On another note, [name withheld] who does food on this ward was so kind and caring, she even helped me with my food and things.		Communication skills from doctors to be improved. Also, maybe some help with miscommunication between nurses and doctors.	
50	King George V Ward	Unlikely		The doctors need to treat patients as humans, not numbers.		The nurses have been amazing.	
1	Lundy Ward	Extremely Likely					
2	Lundy Ward	Extremely Likely					
3	Lundy Ward	Extremely Likely		Friendly staff from ward nurses to HCAs, and all the cleaning & domestic staff are very professional and kind.		None at all!!	
4	Lundy Ward	Extremely Likely		Staff involved me in everything they did for me.			
5	Lundy Ward	Extremely Likely		Made me feel welcome and staff are all really friendly and go out		N/A.	

				their way to help.			
6	Lundy Ward	Extremely Likely		Ward staff are brilliant. Only problem I had was moving beds in the middle of the night, (straight after surgery). I can see this being a major stress factor on an elderly, confused person.			
7	Lundy Ward	Extremely Likely		All staff are excellent so kind to you when your not very well.		No, everything's fine - bottled water would be better.	
8	Lundy Ward	Extremely Likely		All staff brilliant.		Urology at weekend.	
9	Lundy Ward	Extremely Likely		All staff brilliant.		Urology & doctors at weekend.	
10	Lundy Ward	Extremely Likely		The ward and the nursing staff have been amazing. However, doctors need to listen to those who understand their loved ones with learning disabilities who cannot communicate for themselves.		Thank you to Lundy for all your support. Thank you for looking after the carers of [name withheld] x. This is a massive positive.	
11	Lundy Ward	Extremely Likely		The staff.			
12	Lundy Ward	Extremely Likely		While on holiday and requiring urgent medical attention, Barnstaple NHS was my first call. Professional throughout the whole evening and finally ending up on Lundy Ward. My experience was of attentive staff, fully professional. First class, no complaints.			
13	Lundy Ward	Extremely Likely		The nursing team are excellent, although they are so busy they're forgetful to return. The doctors, when discharging patients, are not quick enough writing up their reports & meds to pharmacy		More nursing staff. Doctors to write reports & medication when they have left the patient. Speed up pharmacy so patients are not waiting hours to leave, not good when long journeys ahead.	

				making discharge a waiting time of 6 hours to leave the hospital!			
14	Lundy Ward	Extremely Likely		All staff very pleasant and friendly.			
15	Lundy Ward	Extremely Likely		Spotless accommodation, impeccable attention, single rooms a real blessing.		I realise that it may not be possible, but I would have liked a 10 minutes alone with the consultant. There are so many questions to ask!	
16	Lundy Ward	Extremely Likely		Staff were very friendly and respectful, explained exactly what was going to happen. Answered every question I had. Made me feel like a person and not a number.		Would it help if there was more interaction between patients rather than being put in separate rooms?	
17	Lundy Ward	Extremely Likely		Knowledgeable staff & caring.			
18	Lundy Ward	Extremely Likely					
19	Lundy Ward	Extremely Likely		Staff very professional, despite building works going on in the ward.			
20	Lundy Ward	Extremely Likely		Your care and understanding has been second to none. All staff from consultant down are a credit to the hospital. Much appreciated by myself and my husband.		Keep doing what you do. Your care and attention has been & is fantastic.	
21	Lundy Ward	Extremely Likely		I found the service very good.			
22	Lundy Ward	Extremely Likely		Everyone is working very hard understaffed at times but care never (level), never drops. Lovely group of girls.			
23	Lundy Ward	Extremely Likely					
24	Lundy Ward	Extremely Likely		The staff are kind and responsive to my requests.			

25	Lundy Ward	Extremely Likely		The ward staff are friendly and helpful.			
26	Lundy Ward	Extremely Likely		Quiet ward, well looked after by all.			
27	Lundy Ward	Extremely Likely		Very helpful, caring staff.			
28	Lundy Ward	Extremely Likely		The staff are friendly and hardworking.			
29	Lundy Ward	Extremely Likely		The staff have been extremely helpful and I have been well looked after.			
30	Lundy Ward	Extremely Likely		The staff look after the patients well.		More nurses needed.	
31	Lundy Ward	Extremely Likely		Everything has been excellent.		More nursing staff are needed.	
32	Lundy Ward	Extremely Likely		The staff have been very helpful and professional.		More nursing staff required.	
33	Lundy Ward	Extremely Likely		The staff are polite, professional and efficient.			
34	Lundy Ward	Extremely Likely		The staff have been excellent.			
35	Lundy Ward	Extremely Likely		The staff have been excellent.			
36	Lundy Ward	Extremely Likely		All the staff were just so welcoming on my arrival during the evening. I was immediately made to feel welcome, and made comfortable by the very friendly staff.		No, there is nothing that I can honestly think of.	
37	Lundy Ward	Extremely Likely		I am being extremely well looked after. I am anxious about a test I am waiting to have done but the staff are wonderful.		No, I truly don't think so.	
38	Lundy Ward	Extremely Likely		Top of the pops, and that is a genuine statement. The staff are all absolutely amazing.		I cannot think of anything at this moment in time. All my appointments etc. have been on time. The staff all listen - their	

						communication skills are excellent.	
39	Lundy Ward	Extremely Likely		The staff are run off their feet but, in saying that, they are wonderful in the way they get on with their work. So professional at all times.		Yes. Communication - not so much on this ward, but last Friday I was in the admissions lounge all day and no one said what was happening. I was eventually sent home and came back into hospital yesterday and waited again in the admissions lounge from 11am and until around 6pm. The communication was not good.	
40	Lundy Ward	Extremely Likely		The staff all work hard and do a truly professional job.		Not really, I cannot think of anything. The cleanliness is first class, plus what food I have eaten has been very good.	
41	Lundy Ward	Extremely Likely		Excellent care at all times. Total 100% excellent and professional care, shown with such kindness at all times.		Not really. Nothing I can readily think of anyway.	
42	Lundy Ward	Extremely Likely		Good, really good. I just cannot fault anything or anyone. Life savers. So caring and compassionate.		No. I would be amazed if you could find a way of improvement to the care you show. Obviously, like all the NHS, I guess more staff would help.	
43	Lundy Ward	Extremely Likely		Difficult to give praise without giving a personal thank you to one particular nurse - what a thoughtful, kind and caring person. Yes, all the nurses etc. are very good but [name withheld] shows care that is way over and above expectations.		No way I can think of anything. Just amazed after all you read about in the local press but then, once in here, the true picture of our hospital is shown. Thank you to everyone - from the cleaning staff, catering, nurses, doctors and consultants. Wonderful people.	
44	Lundy Ward	Extremely Likely		I find the nursing staff show a lot of empathy towards me whereas the doctors seem to show less of this, no doubt because they are just so overworked.		At the moment I really cannot think of anything. I arrived via A&E, then to MAU and on to Lundy. Very smooth the way it all worked out.	

45	Lundy Ward	Extremely Likely		Attention from the staff is good.		The staff are fantastic. However, I only have one uncomfortable chair available. Also, there is no television in my side room and the wifi is intermittent. There is no telephone connection so it is difficult to contact my family. This leaves me feeling isolated.	
46	Lundy Ward	Extremely Likely		The help from the staff and the way that they explain everything.		All good.	
47	Lundy Ward	Extremely Likely		Everyone is so kind, they will do anything for you.		Sometimes the staff are rushed off their feet but this does not affect my treatment. This is mainly at night.	
48	Lundy Ward	Extremely Likely		The staff are good, they look after me well.		All good.	
49	Lundy Ward	Extremely Likely		10/10 service.		All good.	
50	Lundy Ward	Likely		I was looked after so well and the staff here are amazing.			
51	Lundy Ward	Likely					
52	Lundy Ward	Likely					
53	Lundy Ward	Not entered		Helpfulness and friendliness of the staff.		Would like it explained why I can't have tablets that I bring in and which I take every day.	
54	Lundy Ward	Not entered		Been here before.			
1	Staples Ward (Stroke Unit)	Extremely Likely		Everyone has been so kind and caring, could not have asked for better. Many thanks to Dr [name withheld] and all.		No!! 100% excellent.	
2	Staples Ward (Stroke Unit)	Extremely Likely		The ward is clean. All the staff are lovely.		No complaints at all.	
3	Staples Ward (Stroke Unit)	Extremely Likely		Nurses are so nice and pleasant.		Satisfied as it is.	
4	Staples Ward	Extremely		Staff are so good.		Happy as it is.	

	(Stroke Unit)	Likely					
5	Staples Ward (Stroke Unit)	Extremely Likely		Staff very caring and helpful.		Satisfied as it is.	
6	Staples Ward (Stroke Unit)	Extremely Likely		Staff very good.		Too early to say.	
7	Staples Ward (Stroke Unit)	Extremely Likely		Nurses very good and attentive		More attention at weekends.	
8	Staples Ward (Stroke Unit)	Extremely Likely		Amazing care, so supportive, especially as I am supposed to be on holiday. The staff are just marvellous.		No, as a visitor to the area, I am actually very impressed by everyone and everything, offering a very professional service to the patients.	
9	Staples Ward (Stroke Unit)	Extremely Likely		Staff care is above and beyond expectations, first class at all times.		After being in hospital for over three weeks I am just bored. The room used for lunch is good, giving a chance to get away from your bed. I don't always go, but know I can if I want.	
10	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very friendly and caring.			
11	Staples Ward (Stroke Unit)	Extremely Likely		The staff are so friendly and helpful.			
12	Staples Ward (Stroke Unit)	Extremely Likely		Friendly and attentive staff.			
13	Staples Ward (Stroke Unit)	Extremely Likely		The staff are very friendly and helpful.			
14	Staples Ward (Stroke Unit)	Extremely Likely		The treatment received has been excellent.		The TV is too expensive.	
15	Staples Ward (Stroke Unit)	Extremely Likely		Friendly, not overpowering.		Night staff not always as tolerant as day staff.	
16	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by everyone.			
17	Staples Ward (Stroke Unit)	Extremely Likely		All the staff have treated me with respect and are cheerful and friendly. The food has been ok so far.		None.	

18	Staples Ward (Stroke Unit)	Extremely Likely		The care has been brilliant. All the staff have been extremely friendly, efficient and caring. You can have a good banter with them. I can't fault the care. The food is very good with a good choice.		More staff, if possible.	
19	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are very caring, they help with dressing and prepare my food i.e. cut it up. The food is good.		None.	
20	Staples Ward (Stroke Unit)	Extremely Likely		The staff have been very helpful. They get me out of bed and help with washing. The ward is kept very clean. The food is usually quite good with a fair choice.		I would like more structured visiting times i.e. keep to two per bed and limit the noise level, especially after 7pm.	
21	Staples Ward (Stroke Unit)	Likely		The ward is excellent but nobody wants to be in hospital.		The sinks are too low for tall people the showers are lukewarm. Too much waste.	
22	Staples Ward (Stroke Unit)	Likely		Too much disruption from other patients.			
23	Staples Ward (Stroke Unit)	Unlikely		Difficult people around.		Not all the staff are very sympathetic.	
1	Tarka Ward	Extremely Likely		Wonderful care and extremely friendly staff. Thank you.		The bins in the toilet are rather difficult to press when on crutches & weak legs!	
2	Tarka Ward	Extremely Likely		All staff very supportive, very professional. Always there for you. A credit to the NHS.			
3	Tarka Ward	Extremely Likely		Brilliant staff all round, excellent food & care. Thank you so much.		None.	
4	Tarka Ward	Extremely Likely		Because everyone was so kind, friendly & helpful.			
5	Tarka Ward	Extremely Likely		Thank you so much. Everything was wonderful. Couldn't have been looked after better.			

6	Tarka Ward	Extremely Likely		Very caring and attentive staff from admission, to theatre to ward. Thank you all.			
7	Tarka Ward	Extremely Likely		Excellent care on the ward, very kind. Sorry I was such a misery (due to anaesthetics!).		[Illegible].	
8	Tarka Ward	Extremely Likely		All staff extremely helpful & pleasant.			
9	Tarka Ward	Extremely Likely		I have found the staff here, from the surgeons to the porters, some of the most helpful & professional people I have had the pleasure to meet, the nursing staff are exemplary.		It was a very long wait from arriving at 07.30 when surgery wasn't until the afternoon.	
10	Tarka Ward	Extremely Likely		Staff were lovely, couldn't fault the care I had.		I think the ward is run very well. I don't think you could better it.	
11	Tarka Ward	Extremely Likely		The treatment by the staff across pre-op, day surgery, theatres, recovery & Tarka Ward has been amazing! Kind, compassionate, & excellent clinical care. Thank you so much.		None!	
12	Tarka Ward	Extremely Likely		All staff very attentive, professional & courteous. Nothing is too much trouble, no matter what the situation.		Patient TV not working.	
13	Tarka Ward	Extremely Likely		All staff have been excellent. Very quick response to help. Lovely atmosphere, cheerful, caring and efficient. Thank you.		No. It was first class.	
14	Tarka Ward	Extremely Likely					
15	Tarka Ward	Extremely Likely		Everyone has been most helpful, skilled, knowledgeable & efficient. They obviously enjoy their work & nothing is too much trouble.		Entertainment is a useful distraction to getting non-functional TV etc. fixed.	

16	Tarka Ward	Extremely Likely		Wonderful nursing. Could not find any faults. Good all the way round.		No.	
17	Tarka Ward	Extremely Likely		Lovely staff. Bright, airy ward.		1st class service. Thank you.	
18	Tarka Ward	Extremely Likely		The NHS is a fine institution and all staff were very caring and professional at all times.			
19	Tarka Ward	Extremely Likely		The staff are friendly, helpful and polite.			
20	Tarka Ward	Extremely Likely		Relaxed, friendly and attentive staff.			
21	Tarka Ward	Extremely Likely		Well looked after by all the staff.			
22	Tarka Ward	Extremely Likely		Very attentive, professional and friendly staff.			
23	Tarka Ward	Extremely Likely		Everyone is so friendly and caring.			
24	Tarka Ward	Extremely Likely		Well looked after by all the staff, including Sodexo.			
25	Tarka Ward	Extremely Likely		Well treated by friendly and attentive staff.			
26	Tarka Ward	Extremely Likely		The staff are lovely.		Satisfied as it is.	
27	Tarka Ward	Extremely Likely		The staff are very friendly but busy.		I appreciate the service at this hospital compared to that available in the home counties. Wifi is not available on this ward.	
28	Tarka Ward	Extremely Likely		Very caring staff.		No. It seems to work well. I would like a cup of tea earlier in the morning.	
29	Tarka Ward	Extremely Likely		The care is very good, they help with things I can't do myself. The nursing staff try their best, they are helpful and kind. I am currently in a side room with my own facilities. I am eating a small		No, everything is very good.	

				amount of quite good food.			
30	Tarka Ward	Extremely Likely		All the nurses are very good. They are cheerful, friendly and kind. They help with washing and toileting. I have found the food is satisfactory from a good choice. The bay is bright and very clean.		No, I can't think of anything.	
31	Tarka Ward	Extremely Likely		The ward has a lot of space and Sodexo do a good job with the cleaning. The use of television and radio is abhorrent to me - patients should come to get well, not listen to media which also disturbs other patients. The care varies according to the qualifications and experience they have. The care has been very good, they work extremely hard.		Bring back the old matron system. Remove the TV systems.	
32	Tarka Ward	Extremely Likely		All the staff I have encountered have been very pleasant, kind and caring. The ward is clean and well maintained. The food is alright, I like it - there is plenty of it and with a good variety.		None.	
33	Tarka Ward	Extremely Likely		The nursing and care staff have looked after me very well. They are cheerful and friendly, they have treated me with respect. All the staff I have seen have talked to me and looked after me, the doctors are very nice and caring, really lovely people. I would recommend this hospital to anyone. The bay is clean. The food is lovely.		None.	

34	Tarka Ward	Likely					
35	Tarka Ward	Likely		Care good.			
36	Tarka Ward	Likely		Staff are great, facilities not so!!		Wifi booster / TVs that work.	
1	Victoria Ward	Extremely Likely		Found staff very professional & helpful and engage in conversation with patients, always smiling & happy.			
2	Victoria Ward	Extremely Likely		Everyone is so happy and polite. The staff always explain what they are doing. The menu changed every day and the food was reasonable but the porridge in the morning was really nice.			
3	Victoria Ward	Extremely Likely		I have been well looked after by all the staff from consultants, specials, doctors, HCAs, nurses, Sodexo, etc. I have been kept informed and the reasons for the various actions have been explained with any risks so I knew what was going on. Thank you.			
4	Victoria Ward	Extremely Likely		The care is good from all the staff, both with the physical and social aspects - they will even plug in my phone to charge for me. The nursing staff moved me from the end of the bay to be nearer to the toilet as my mobility is limited.		No, everything is fine.	
5	Victoria Ward	Extremely Likely		The whole bay is cleaned thoroughly every day, nothing is left out. The care from all the staff is beyond expectations. They will do anything for you. The food is just acceptable. The doctor has been excellent.		No, there is nothing to improve.	

6	Victoria Ward	Extremely Likely		All of the staff have been very kind, helpful and patient. The stay has been made as pleasant as it can possibly be.		None.	
7	Victoria Ward	Extremely Likely		All the staff I have seen have been very caring, friendly and will come and do anything else for you. The food is ok. They keep the bay clean.		No.	
8	Victoria Ward	Extremely Likely		I am very impressed with all the staff, they all seem to get on with each other. They are extremely amicable and very hardworking - they never seem to stop. The cleaning is amazing, there is never anything left about. The food I have had so far has been very good for hospital food, 10/10.		No, I can't think of anything.	
9	Victoria Ward	Extremely Likely		The care has been wonderful, all the staff are nice and they explain things to me. The bay is comfortable and spotless. The food is acceptable.		None.	
10	Victoria Ward	Extremely Likely		They have looked after me very well, the nurses have helped me shower and dress as well as buy me papers from the shop. It is comfortable and clean on the bay, immaculate, it is really lovely. The food is ok.		No, everything is perfect.	
11	Victoria Ward	Extremely Likely		The care is wonderful, they meet your needs before you have even rung the bell. The nursing staff are kind, attentive and efficient, I can't fault them. The food has been good, the salads are lovely.		None, I don't think they could do anything better.	

12	Victoria Ward	Extremely Likely		The staff have been very friendly and helpful.			
13	Victoria Ward	Extremely Likely		The staff have been very helpful, friendly and understanding.		Less paperwork for the medical staff so that they have more time to spend with the patients.	
14	Victoria Ward	Extremely Likely		Been made very welcome by all the staff.			
15	Victoria Ward	Extremely Likely		Well looked after by everyone.		The toilet is constantly flowing in bay 2. This has been reported but is still not yet fixed. I have been here four days.	
16	Victoria Ward	Extremely Likely		The staff have been very friendly, helpful and professional.			
17	Victoria Ward	Extremely Likely		Well looked after by all the staff. The bay is clean.		I appear to be bed blocking, been here over a week waiting to go to Exeter.	
18	Victoria Ward	Extremely Likely		Absolutely fantastic the care, the time they give you, the empathy, the compassion. Professional care shown by everyone.		If anything, give the staff more help with more staff, so they can do the job they are trained to do and not race around doing paperwork.	
19	Victoria Ward	Extremely Likely		The staff were very welcoming last night, putting me immediately at ease. So, all good.		No. I honestly cannot think of anything. From A&E, through MAU and then onto Victoria. All very good and a smooth operation. Very impressed.	
20	Victoria Ward	Extremely Likely		The doctors and nursing staff are just wonderful. It is good nowadays to have medical staff that actually listen to your personal problems without rushing you.		Only the wait to go to Exeter for my procedure.	
21	Victoria Ward	Extremely Likely		One of, if not the best ward I have been on. The staff are just fantastic, absolutely nothing is too much trouble for anyone.		No, nothing really. The food is very good, served nicely and hot. Also, a very clean ward.	
22	Victoria Ward	Extremely Likely		Surely, the finest staff. Always kind and caring, nothing is too		No, I cannot think of anything at all. Food, cleanliness, all good as	

				much trouble for any of them. Always a kind word and a smile.		well as the nursing side of things.	
23	Victoria Ward	Extremely Likely		The staff are treating me very well. I don't like hospitals and am probably the worst patient you will ever have. I just have no patience and expect everything to be done immediately. I am being sent in and out of hospital like a yo-yo - anyone would get fed up.		I am going to ask to see the doctor to get me home asap. No complaints really, lovely people, it is me. Thank you.	
24	Victoria Ward	Extremely Likely		The staff are very supportive and attentive.		No. A very clean ward, food also is acceptable and the staff are just amazing.	
25	Victoria Ward	Extremely Likely		The care given is fantastic, all the staff have the patients' wellbeing at heart. The ward is 100% spotlessly clean. The food is also good, always well presented and served with a smile.		Nothing I can think of.	
26	Victoria Ward	Extremely Likely		I would most certainly recommend this ward and hospital for anything.		No, I would like to thank the staff that do all the cleaning, they do a wonderful job. Plus, of course, the doctors and nurses. Words cannot describe my feelings of respect for the NHS staff.	
27	Victoria Ward	Extremely Likely		A very high score because everyone has been so lovely. Made very welcome and comfortable by the staff. All very kind and professional.		Just one thing. On the special diet menus, instead of there being two menus (i.e. one for gluten awareness and the other for dietary awareness), it would be much better to combine these two menus into one, and cause less confusion for both the patients and the food staff.	
28	Victoria Ward	Extremely Likely		The staff are just lovely. If poorly, this ward most certainly does		Only one thing. The two sets of doctors who have been seeing me	

				their best in caring for you, showing compassion at all times, along with a smile and a kind word.		seem to say conflicting things. I wish they would communicate more as I am getting confused with what they say. I do have one of them coming to see me today to explain things, so should help me understand more.	
29	Victoria Ward	Extremely Likely		Extremely well treated 24 hours a day, nothing is too much trouble for anyone, made very welcome on my arrival.		Not really. It is a tad noisy at times but, after all, it is a hospital ward. Always clean and tidy. The food is also good quality.	
30	Victoria Ward	Extremely Likely		So professional, always there for you doing their best to care for you. Very impressed.		Not really. Spotlessly clean, good food and quality care at all times.	
31	Victoria Ward	Extremely Likely		Only been on the ward a very short time, I was made to feel very welcome, made comfortable by the lovely staff.		Nothing that comes to mind so far.	
32	Victoria Ward	Extremely Likely		Answering on behalf of our mother, the staff have been absolutely wonderful in looking after her at all times. She has been to Exeter, stents fitted and back on Victoria.		Our only problem has been with communication. Our mother was bought from Exeter to Barnstaple and no one informed us she had been transferred. But, apart from that, we cannot fault anything.	
33	Victoria Ward	Extremely Likely		Well treated by all.		The night staff are rather noisy at times - they talk too loudly. Also, the kitchen is opposite the bay and the door bangs.	
34	Victoria Ward	Extremely Likely		The staff have been excellent.			
35	Victoria Ward	Extremely Likely		The service from the staff - they are extremely helpful.			
36	Victoria Ward	Extremely Likely		The staff have been excellent. The food is also good - there has been a big improvement since my last visit.			

37	Victoria Ward	Extremely Likely		The staff have been excellent. A clean ward.		Perhaps an earlier cup of tea or coffee in the morning would be helpful as we have to wait until breakfast for our first cup.	
38	Victoria Ward	Extremely Likely		The staff have been very friendly and helpful.			
39	Victoria Ward	Likely		The staff are excellent. My only problem, and stopping me giving the higher mark, was a patient walking around last night and stroking my leg. I found that quite disturbing. I do not want to cause any bother as I appreciate the person concerned could well be suffering with a type of dementia. (Note: the patient asked our volunteer to refer this issue to the ward manager)		All the facilities are good. The food is good. Very, very clean. So difficult to improve really.	
40	Victoria Ward	Neither Likely nor Unlikely		Nurses wonderful but some things are in the dark ages, INR star could be used with [illegible] to prevent problems after ops. Doctors brilliant.			
41	Victoria Ward	Neither Likely nor Unlikely		Bay 1 is too far from the nursing station - it feels a bit remote. The staff have understanding.		I was informed that the medication I received on the MAU could not be given to me in this ward but no explanation was given.	