

## Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Sep-19

*We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.*

Easy read FFT card question: *Would you want your friends and family to come here if they were ill? Response options: Yes, Maybe, No, Don't know.*

Children and young people's FFT card question: *Would you tell your friends that this is a good hospital ward to come to? Response options: Yes, Maybe, No, Don't know.*

### Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

**The Trust's target score is 75%.** The Friends and Family Test scores by individual ward can be viewed by clicking on the following link: [Acute Wards](#)

	Ward / Unit	Friends and Family Test response	Children and young people's FFT card completed by: Patient or Parent / guardian / carer  Easy read FFT card completed by: Patient or Family member / Carer	Reason given for the Friends and Family Test response	Children and young people's FFT card  What do you think was good about your stay?	Suggestions for improvement to the service received / any other comments	Patient request for anonymised comments not to be made public
1	Alexandra Ward	Extremely Likely		The care and quality of staff has been exceptional during my stay on the ward, as have most of the staff that I have met in all departments.		The shower on the Alex Ward has not been planned with patients with orthopaedic issues in mind. The shower is inadequate and difficult to use and floods the room.	
2	Alexandra Ward	Extremely Likely		The staff look after you well and are friendly.		The ward is understaffed, but all good otherwise.	
3	Alexandra Ward	Extremely Likely		The attitude of the staff is superb.		I am grateful to have been looked after so well.	
4	Alexandra Ward	Extremely Likely		Wonderful staff. Nothing is too much trouble.		All good.	
5	Alexandra Ward	Extremely Likely		Everyone is so helpful.		All good. I have no complaints. It is my first time in hospital and I have been impressed.	
6	Alexandra Ward	Extremely Likely		The caring of the staff, even the Sodexo staff have time for you.		My special diets have been good. Having to move wards at short notice (during the day) is a bit concerning but I do understand that this happens. The care has been excellent.	

7	Alexandra Ward	Extremely Likely		The staff have been very friendly and helpful.		I had a broken arm. Prepped for an operation at Derriford but was then sent home instead. I was sent to the fracture clinic at NDDH but my notes were lost and they didn't realise I was coming. The surgeon agreed I needed an operation but there was no place available on the rota. I was rang every evening and told 'nil by mouth' but then early the next morning told not to come in. This went on from Thursday to the following Tuesday. I have finally got the operation I needed.	
8	Alexandra Ward	Extremely Likely		Well looked after by all staff.		Doctors should listen to the patients, who understand what their bodies are telling them.	
9	Alexandra Ward	Extremely Likely		Very caring.		Happy as it is.	
10	Alexandra Ward	Extremely Likely		Clean, bright and friendly.		Really happy as it is.	
11	Alexandra Ward	Extremely Likely		The attention and care is so good.		Very satisfied as it is.	
12	Alexandra Ward	Extremely Likely		The nurses are brilliant.		Communication should be improved - it is not good to be given bad news and then left alone.	
13	Alexandra Ward	Extremely Likely		The staff are brilliant. There is a good atmosphere on the ward.		The bathroom needs repair as water leaks into the ward from the shower.	
14	Alexandra Ward	Extremely Likely		Everything has been good. The care is second to none.		Very happy the way it is.	
15	Alexandra Ward	Extremely Likely		The staff are kind.		All good.	
16	Alexandra Ward	Extremely Likely		Lovely staff who are always on hand to help.		Professional, caring staff.	
17	Alexandra Ward	Extremely Likely		The staff are on hand to help.		Unable to sleep as another patient in this bay is extremely noisy - I am	

						very tired. His language is terrible.	
18	Alexandra Ward	Extremely Likely		Staff have been outstanding.		Better communication with doctors, who treat you as a child sometimes	
19	Alexandra Ward	Likely		Total confusion with different options given by many different medical staff. They do not inform the nursing staff of the decisions they make - they need to liaise with the nurses better.		I have been in tears with worry because I have had such conflicting information from the medical staff. There has been no clear plan of action and numerous delays in treatments. I still do not know what is happening. No firm decision has been made as to where future treatment will happen, here or in Exeter. This is distressing for my family as well as myself. Physiotherapists are wanting to tick boxes without knowledge of what is wrong with me.	
20	Alexandra Ward	Likely		The staff are very friendly and helpful but it is very noisy at times, mainly due to other patients.		Better communications between departments and doctors to patients.	
21	Alexandra Ward	Likely		The staff are wonderful but they can be very noisy at night.		Satisfied as it is.	
22	Alexandra Ward	Likely		Overall, it has been very good but the staff can be noisy.		Reduce noise during staff breaks.	
1	Capener Ward	Extremely Likely		Care has been excellent. Nurse and auxiliary staff have been always ready to meet my needs.			
2	Capener Ward	Extremely Likely		All staff cannot do enough for you to a high standard. Thank you.		All good.	
3	Capener Ward	Extremely Likely		I have spent time in this ward with breathing problems and the care and treatment has been excellent by all the staff who are		Using modern computers. New arrivals to be interviewed by one person and information can be at fingertips to any doctors and	

				compassionate given that they have a very busy workload which must be very stressing. No complaints on food. [Name withheld].		nurses treating the patient.	
4	Capener Ward	Extremely Likely		The whole experience has been good. Staff have been extremely friendly.			
5	Capener Ward	Extremely Likely		The staff have been excellent, very friendly and professional.		I know that the doctors / consultants are busy, but I believe that they could spend a little more time explaining the situation and problems to the elderly patients.	
6	Capener Ward	Extremely Likely		The service has been good and professional.			
7	Capener Ward	Extremely Likely		The staff are friendly and helpful.			
8	Capener Ward	Extremely Likely					
9	Capener Ward	Extremely Likely		The staff have been extremely helpful and professional.		The different uniforms are confusing, not knowing who is who and their job functions.	
10	Capener Ward	Extremely Likely		The staff have been very good, friendly, helpful. Nothing too much trouble for them.			
11	Capener Ward	Extremely Likely		The staff have been very courteous, helpful and professional.			
12	Capener Ward	Extremely Likely		The staff have been excellent.			
13	Capener Ward	Extremely Likely		The care given by all the staff has been excellent.			
14	Capener Ward	Extremely Likely		Staff are very friendly and helpful.		My only problem is that my notes went missing when I was transferred from MAU last night.	
15	Capener Ward	Extremely Likely		Everyone has been very friendly and helpful, can't do enough for			

				me.			
16	Capener Ward	Extremely Likely		Friendly, helpful staff.			
17	Capener Ward	Extremely Likely		Looked after by dedicated and professional staff.			
18	Capener Ward	Extremely Likely		Well treated by all staff.			
19	Capener Ward	Extremely Likely		Very good and friendly, helpful staff.			
20	Capener Ward	Extremely Likely		Well treated by all the friendly staff.			
21	Capener Ward	Extremely Likely		The staff are friendly and attentive. Ward very clean.			
22	Capener Ward	Extremely Likely		The staff are helpful and pleasant.			
23	Capener Ward	Extremely Likely		Well looked after by all staff.			
24	Capener Ward	Extremely Likely		Staff are friendly and helpful, also caring.			
25	Capener Ward	Extremely Likely		It's a well-run ward, the staff are very helpful and friendly.			
26	Capener Ward	Likely		The staff are so busy but never miss taking care of all of us in every way. Always a smile for us.		No. But everyone knows how hard the staff work. They need more hands on as when they go home they look very tired and try to hide it.	
27	Capener Ward	Likely		Staff have been good to me.			
1	Caroline Thorpe Ward	Extremely Likely		I just cannot find one little thing to find any problems with. How shall I put it? Professional, kind, caring, compassionate and also considerate and supportive - that is also to me as well as our baby. I must say, in comparison to Bristol, just how good the communication is. I am being		No suggestions I am afraid, but I would certainly like to thank all of the staff for their care.	

				kept up to date on a daily basis. The nurses and doctors are just wonderful. Also, spotlessly clean.			
2	Caroline Thorpe Ward	Extremely Likely		Friendly, kind staff, always ready to help in any way.		The care of our son has been first class. It would be nice if both parents could stay over at night rather than just one of us. Arrived via A&E, seen very quickly by attentive staff and straight up onto Caroline Thorpe.	
3	Caroline Thorpe Ward	Extremely Likely		Rate the ward very highly. Very attentive staff - nothing is too much trouble to anyone. A very positive and professional attitude in the way they go about their work, giving 100% support.		Off the top of my head, nothing really. Everything is of a very high standard.	
4	Caroline Thorpe Ward	Extremely Likely		Very kind, caring and compassionate at all times.		No, I think the hospital is doing a marvellous job. Thank you.	
5	Caroline Thorpe Ward	Extremely Likely		Very good care at all times, checking on me all the time, checking pain levels etc. So, yes, very good.		No, nothing at all. I have been on this ward before and the care has been exactly as expected. Thank you.	
6	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly, helpful staff. [Name withheld] was excellent with the little ones.	Lovely staff.	Fans on ward & in playroom - very hot!	
7	Caroline Thorpe Ward	Yes	Patient	Everyone is really nice and friendly.	Everything.	The sandwiches.	
8	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The doctors & nurses have been fantastic - very helpful, kind & gave us lots of reassurance. We couldn't of thanked them enough.	They continuous looked after us & made sure we were ok.	Nothing!	
9	Caroline Thorpe Ward	Yes	Not entered	Everyone has been very nice and taken good care of me.		I didn't like the blood test!!	
10	Caroline Thorpe Ward	Yes	Patient	Because they are very good at looking after you and they can get you better in no time. The	I enjoyed staying here with you all, everything here was fun - I'm going to miss this hospital!	Nothing!	

				facilities are amazing. Thank you to [name withheld] for being so kind & funny.			
11	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because we had no problems with the care given.	Accommodating, friendly staff. Clean environment.		
12	Caroline Thorpe Ward	Yes	Not entered				Do not publish
13	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone and everything has been excellent. Thank you.	'The school', said [name withheld], patient. The staff.	Nothing. Very satisfied.	
14	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff were amazing.	Very helpful staff.	No, everything was great!	
15	Caroline Thorpe Ward	Yes	Patient	Everybody has been very kind & supportive.			
16	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Stay was very good. Excellent communication & care.	Excellent communication. Very efficient. Good care.	Nothing for our stay.	
17	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly & helpful staff. Kept informed throughout.	See previous answer.	N/A.	
18	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff friendly and caring.	Dinner was very nice.		
19	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very caring staff.	Listened to and assured.		
20	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely staff. Very helpful and kind to children.	The toys to keep children occupied.		
21	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great staff, always helpful.	Amazing staff.	Nothing.	
22	Caroline Thorpe Ward	Yes	Patient	Good care and big TV.			
23	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Consultants and nurses were very thorough. Had a lovely manner and made us feel very comfortable & reassured. Excellent service.	Friendly, helpful, reassuring, nothing was a problem. Thank you very much.	Nothing.	
24	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All that work here are very kind & caring.		Nothing.	
25	Caroline Thorpe Ward	Yes	Not entered	Staff helpful and friendly.	Could not fault service, thorough and reassuring.	Hard to imagine, as has been stated previously and personnel	

						excellent with communication etc.	
26	Caroline Thorpe Ward	Yes	Not entered	Professional staff, gentle & understanding, attentive.	Own room.		
27	Caroline Thorpe Ward	Yes	Not entered	Friendly staff, good with the patients & families.	Was offered drinks etc.	Nothing.	
28	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer		Kid-friendly staff. Good amount of staff to patient ratio. Playroom helped make it much easier.		
29	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We have received efficient support with our poorly baby. The nurses & doctors have been very kind & encouraging. We lacked nothing, very well organised medical support. Such a blessing to us! P.S. Just wish we hadn't had to go back & forth between hospital & home before getting admitted as it put extra on the ill & exhausted baby & parents. But thank you all for your help!			
30	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	There were facilities to keep children at ease / entertained & staff were friendly.	The staff were all friendly & polite & playroom was a hit.	Made it easier to access water. Food wasn't very edible.	
31	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are fantastic. However, the food, (fish fillet) was very poor quality, smelt terrible and was inedible, the apple was rotting from the core, the pudding (fruit pie) was crispy and burnt.	Kind nurses and Drs.	Food.	
32	Caroline Thorpe Ward	Yes	Patient	Good care and very friendly and helpful.	The care I received.	Have a fan, was a bit too hot.	
33	Caroline Thorpe Ward	Yes	Patient	The nurse that helped my daughter on both days was so lovely caring and helpful. Couldn't have helped anymore.	Staff were great, couldn't have done more.	My daughter was a bit hot, she could have done with a fan or a window bed.	

34	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff.	Friendly staff.	Nothing.	
35	Caroline Thorpe Ward	Yes	Patient	Because people have been extremely nice to me and I certainly like play area - also known as playroom. And thank you [name withheld].	We got seen quickly.	N/A.	
36	Caroline Thorpe Ward	Yes	Patient	Friendly and very helpful staff. NHS & Sodexo.	Look after very well, patient and parent.		
37	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing staff [names withheld], felt safe, looked after, reassured. Lovely facilities, helpful all staff. Lots of love [name withheld] xxx	Facilities, staff, very attentive.	Feed mum / dad as can't always leave.	
38	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Can't fault any of the nurses here, they have all been fantastic with my son [name withheld], especially [names withheld]. Thank you so much to all on the ward.	The playroom was amazing, the staff were the best!	Nothing. Thank you so much.	
39	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Every member of staff involved in my son's care were caring, kind and friendly. We couldn't have asked / wanted for more! Thank you. They were also conscious of our travel arrangements and made every effort to help our circumstances.	Everything. The environment, though a little old in parts of the hospital was clean, tidy and welcoming. My son felt safe and secure and everything was explained clearly and concisely. Not all staff introduced themselves, which is my only niggle (for want of a better and less negative word).		
40	Caroline Thorpe Ward	Yes	Not entered	Staff very caring, understanding, clean environment.	Nurses, doctors, HCAs very helpful and supportive.	N/A.	
41	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff.	I was not kept waiting long.		
42	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Well looked after and kept informed about our daughter's treatment.			

43	Caroline Thorpe Ward	Yes	Patient	Staff very friendly, doctors & nurses very thorough and made our daughter feel very relaxed.	Plenty to keep my daughter occupied.	N/A.	
44	Caroline Thorpe Ward	Yes	Patient				Do not publish
45	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff very helpful & informative. If I didn't understand what I was being told, they explained until I did. Nothing was too much trouble. Top marks from us!	They made it as easy and as calm as possible.	I don't know!	
46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff at Caroline Thorpe Ward were very friendly and helpful.	Nothing.	Nothing.	
47	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful, friendly staff & lots of toys & entertainment.	Selection of toys & games. Food! Lovely Dr's & nurses. From [name withheld].	Made the antibiotics taste better!!!	
48	Caroline Thorpe Ward	Yes	Not entered	You get very well looked after & they listen when you're in pain & need pain relief.	I was well looked after.	Nothing.	
49	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are lovely to children and parents!!	Staff.	N/A.	
50	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We have been so well looked after and cared for. Thank you so very much for the kindness and professional treatment we've received.	Communication, helpfulness, medical intervention.		
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care and pleasant experience! Thank you very much.	Being well informed of what was happening at all times.	Let me know there was a parents' room for coffee!	
52	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer		Once on the ward the doctor came around very quickly.		
53	Caroline Thorpe Ward	Yes	Patient	We were seen almost immediately. The doctors & nurses were all fantastic & so good with [name withheld]. Everyone was so accommodating & we were so glad that we were	As well as all the staff, the facilities were fantastic too - and a great playroom!	Nothing.	

				both able to stay two nights here.			
54	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely clean facilities, great staff. Wonderful doctors. Listened to parent about need to go home. Very kind.	Attentive.	Maybe some food available to parents, only had card and couldn't get food from vending machine.	
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone we have seen has been very friendly, helpful and kind. [Name withheld] was really put at ease. Thank you.	How helpful and informative everyone was. But most importantly, how [name withheld] was helped to feel calm and relaxed.	Nothing. Thank you.	
57	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful doctor & nurse, couldn't do enough for us. Listen to all our concerns. Our son has special needs & very uneasy in a hospital setting.	A quiet room with TV & not to many staff present. Our son can be overwhelmed with crowds.		
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My daughter 15 months has been looked after with such thoughtful care and attention. We have been kept well informed & its a lovely children's ward - very welcoming & lots to keep busy.	Care and facilities. [Name withheld] was particularly lovely and kind & very gentle and loving towards [name withheld].	Perhaps quicker to be released to go home but wasn't really an issue.	
60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff & helpful, took good care of all of us.	Friendly staff.	Delivering on promises, still waiting for a jug of juice / squash.	
61	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Our stay in Caroline Thorpe Ward has been excellent. The staff have gone over and above to make my daughters stay comfortable and put her at ease during a stressful time. Even though they are always busy they never stop caring and have constantly made my daughter feel at ease.		Nothing.	

62	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Nurses / doctors very welcoming and informative. We weren't kept waiting long.	See above.		
63	Caroline Thorpe Ward	Yes	Not entered	The service has been outstanding from the minute we came into the A&E then straight in for op. Excellent staff & care followed in to Caroline Thorpe Ward.	Everything, amazing staff, care, food & place.	You are all excellent!!!!	
64	Caroline Thorpe Ward	Yes	Patient	Polite and friendly staff.	Friendly atmosphere, professional service.	N/A.	
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Thanks to [name withheld] who okayed it for me to stay with my sister as her anxiety was an issue, this was greatly appreciated!			
66	Caroline Thorpe Ward	Yes	Patient	Staff are very friendly and go out their way to help.	I feel I was very well looked after.	Nothing, as I was looked after very well, so thank you.	
67	Caroline Thorpe Ward	Yes	Not entered	Patient - the beds were really comfortable and the nurses were kind. Parent - the staff are so helpful and will help answer queries / concerns. Very clean as well.	Cleanliness of the ward. Staff efficiency. School staff.		
68	Caroline Thorpe Ward	I don't know	Parent/Guardian/Carer				
1	Fortescue Ward	Extremely Likely		All the staff have been very kind to me after a long stay.			
2	Fortescue Ward	Extremely Likely		The care and friendliness of all the staff. The cleanliness of the ward. The staff's patience whenever we were there. [Name withheld] ran a marvellous day room with a great variety of entertainment, including different varied ways of spending your time, with arts, games and crafts and always ready with a smile & chat. Family are always			

				made most welcome. It was always a pleasure to visit.			
3	Fortescue Ward	Extremely Likely		My family live in Reading. So only if they are in Barnstaple.			
4	Fortescue Ward	Extremely Likely		All the staff were very helpful and friendly.			
5	Fortescue Ward	Extremely Likely		Extreme care and attention, friendly and helpful, making me feel at ease. Food good, good choice and help.		None. All good.	
6	Fortescue Ward	Extremely Likely		I have been well looked after by everyone.			
7	Fortescue Ward	Extremely Likely		I keep being told I can go home but it never happens.			
8	Fortescue Ward	Extremely Likely		Everyone has been wonderful and caring.			
9	Fortescue Ward	Extremely Likely		Personal treatment has been very good,			
10	Fortescue Ward	Extremely Likely		The staff have been very friendly and helpful.		Food tasteless and uninteresting.	
11	Fortescue Ward	Extremely Likely		The staff are very attentive, friendly and helpful.			
12	Fortescue Ward	Extremely Likely		Very efficient staff.		Quite happy as it is.	
13	Fortescue Ward	Extremely Likely		The service and attention is first class.		It is all good but more vegetables would be nice.	
14	Fortescue Ward	Extremely Likely		The service has been very good.		More staff would reduce the burden on the existing staff.	
15	Fortescue Ward	Extremely Likely		The staff are all lovely.		I need to know about finding more help for when I return home.	
16	Fortescue Ward	Extremely Likely		Everybody is lovely.		Very good as it is.	
17	Fortescue Ward	Extremely Likely		The care and interest shown in the patients is impressive. Nothing is too much trouble.		None whatsoever.	
18	Fortescue	Extremely		The staff are excellent.		I appreciate the one-to-one contact	

	Ward	Likely				I have had with the volunteer who has carried out this survey.	
19	Fortescue Ward	Likely		Some of the staff are very good and some not so good.		My transfer from another ward to here has been difficult as the nurses do not understand the problems.	
20	Fortescue Ward	Likely		The staff are good, the food also.		Not really.	
21	Fortescue Ward	Likely		The staff have been very good and friendly			
22	Fortescue Ward	Likely		I have found my neighbour very disturbing - shouting and demanding attention.		Better communication - I may be going home tomorrow but feel I'm not ready. The TV is far too expensive.	
1	Glossop Ward	Extremely Likely		Friendly staff & well looked after. Nothing too much trouble!		None, except expedite discharges! V. slow.	
2	Glossop Ward	Extremely Likely		Everything has been good.		Short staffed & takes a while to answer call bells.	
3	Glossop Ward	Extremely Likely		Staff very helpful.		Too hot.	
4	Glossop Ward	Extremely Likely		Very good staff, well looked after. All good at their jobs and always willing to help me. And also to thank you for looking after me so well.			
5	Glossop Ward	Extremely Likely		My care and the kindness and understanding you have all given me. Thanking you all so much. My love to you all, [name withheld].			
6	Glossop Ward	Extremely Likely		Caring, friendly, efficient.			
7	Glossop Ward	Extremely Likely		Everyone is very friendly. They take good care of their patients. They will also come in and check on you and to see if you would like anything.		Fans in the room (too hot for me), no air coming through the window. (Obviously, can't turn down heaters).	

8	Glossop Ward	Extremely Likely		Because of all the help & care & support of all staff, nurses, doctors, dinner meals ladies / men etc. [names withheld] etc.			
9	Glossop Ward	Extremely Likely		Caring and friendly staff, nothing too much trouble, very helpful with nursing and help with personal care and cleanliness.			
10	Glossop Ward	Extremely Likely		Felt at ease with staff, were very nice and understanding.		Cheaper TV as not a lot to entertain.	
11	Glossop Ward	Extremely Likely		Thank you for the care and attention given, couldn't have been better.			
12	Glossop Ward	Extremely Likely		Mostly cheerful, helpful, understanding care given to all ages. Always there with a cuppa and shoulder when needed.		Maybe to be listened to by the doctor on duty at time of arrival about the meds your on and have not been since arriving. One little thing makes a lot of difference.	
13	Glossop Ward	Extremely Likely		Excellent looking after, 10/10, food fabulous. Thank you. Gold-star treatment.		I saw people standing on chair to reach to get things, that's a no, no - Medical Assessment Ward.	
14	Glossop Ward	Extremely Likely		All staff were friendly & extremely helpful.		Fix dripping tap in bay 2 Glossop Ward!	
15	Glossop Ward	Extremely Likely		All the staff fantastic, they all work hard, have a good gait, very professional, nothing too much trouble. They work together as a team and put a smile on patients' faces. [Name withheld]			
16	Glossop Ward	Extremely Likely		Could not have asked for better care. The staff are engaging and very friendly and caring.		Less obs.	
17	Glossop Ward	Extremely Likely					Do not publish
18	Glossop Ward	Extremely Likely		Staff very helpful, always cheerful. Meals were cold by the time I got them.			

19	Glossop Ward	Extremely Likely		They are really friendly and they really help me. They talk to you and listen to you, not just fob you off.			
20	Glossop Ward	Extremely Likely		Excellent staff, food lovely, care brilliant. Very helpful. Thank you.			
21	Glossop Ward	Extremely Likely		All care and consideration to patients was given.			
22	Glossop Ward	Extremely Likely		Have been on Glossop Ward for 5 days & have been very well cared for & nothing has been too much trouble for staff!			
23	Glossop Ward	Extremely Likely		Everybody nice and friendly.			
24	Glossop Ward	Extremely Likely		Staff very friendly, was able to ask anything I needed to know. Ward clean & tidy.		Patients not to be told they will probably go home 'today' then told later they can't. This is quite distressing at the time.	
25	Glossop Ward	Extremely Likely		Everything has been great.		Everything has been great.	
26	Glossop Ward	Extremely Likely					
27	Glossop Ward	Extremely Likely					Do not publish
28	Glossop Ward	Extremely Likely					
29	Glossop Ward	Extremely Likely		All the staff including nurses, doctors, HCAs etc. everyone was very friendly and helpful. I felt extremely well cared about. Thank you to all! Special thank you to nurse [name withheld] and HCA [name withheld] and to Junior Drs to come to give some light over our situation every day even when there wasn't consultants.		Help with entertainment, long stays (not everybody can pay £9.99/day for movies).	

30	Glossop Ward	Extremely Likely		The staff are so kind.			
31	Glossop Ward	Extremely Likely		Excellent treatment.			
32	Glossop Ward	Extremely Likely		The polite way in which the staff treated me. Always willing to make you feel at ease.			
33	Glossop Ward	Extremely Likely		Quite satisfied.		None.	
34	Glossop Ward	Extremely Likely		You never know when you need help or reassurance.			
35	Glossop Ward	Extremely Likely		Staff were friendly and helpful, seeing to patients needs constantly. Work hard throughout their very long shift, as cheerful at the end as at the beginning. Thank you, Glossop.			
36	Glossop Ward	Extremely Likely		The staff are friendly and professional.			
37	Glossop Ward	Extremely Likely		Everyone has been very friendly and helpful.			
38	Glossop Ward	Extremely Likely		Generally very noisy, both day and night, due to the location of my bed.			
39	Glossop Ward	Extremely Likely		A good, dedicated team, very helpful.		If only different departments would talk to one another things would improve.	
40	Glossop Ward	Likely		Very kind, thoughtful, attentive & knowledgeable staff (including doctors, Sodexo & ward clerks / discharge staff). Do everything to make you feel safe.		No.	
41	Glossop Ward	Likely		Staff & all ancillaries are understanding and caring to the needs of the patient.		The beds are extremely uncomfortable and do not aid restful recovery some kind of topper would help.	

42	Glossop Ward	Likely		HCA do a marvellous job. Please look at ways to reduce waste e.g. jacket potato comes with 4 butter packs! These are then binned if not used. Smaller portions to reduce the food waste. Reduce costs.		See over.	
43	Glossop Ward	Likely		Looked after me very well.		No, it's been lovely with great nurses.	
44	Glossop Ward	Likely		Excellent care by all nursing staff.			
45	Glossop Ward	Likely		The staff are lovely and have been very kind. Just the ward itself needs updating, more W.C. and showers.			
46	Glossop Ward	Likely		Brilliant nurses, calm atmosphere.			
47	Glossop Ward	Likely		Lack of private bathrooms. Food was fabulous. Staff have been great.			
48	Glossop Ward	Likely					Do not publish
49	Glossop Ward	Yes	Patient	No one could have helped me more than the staff on this ward.		Could not have done more for me.	
50	Glossop Ward	Not entered					Do not publish
51	Glossop Ward	Not entered		Very grateful.			
52	Glossop Ward	Not entered		The very best.			
1	Intensive Care Unit	Extremely Likely		The staff on ICU are truly wonderful people. Even had the consultant pop in this morning on his way into work. Just so supportive, compassionate, caring and so professional. The cleanliness is amazing. One of the nurses cured me of being		I honestly cannot think of one single thing, only 100% positive responses to all your questions. I could not be more grateful for your kindness, care and compassion shown to me.	

				embarrassed as she cared for me showing so much dignity at all times.			
1	King George V Ward	Extremely Likely				Amazing care.	
2	King George V Ward	Extremely Likely		Just brilliant care and attention, couldn't fault anything.		Improvement of food & presentation - more appetising.	
3	King George V Ward	Extremely Likely					
4	King George V Ward	Extremely Likely		Helpful, caring staff.			
5	King George V Ward	Extremely Likely		Nursing care was excellent - all staff very good.		Pharmacy - have waited 4 hours until now, still no prescription.	
6	King George V Ward	Extremely Likely		The staff have all been excellent & are very professional. The staff that took care of me are a credit to the NHS.			
7	King George V Ward	Extremely Likely					
8	King George V Ward	Extremely Likely		All staff are friendly, polite, treat you with dignity, talk to you rather than at you. Nothing is too much trouble for anyone, they go that extra mile.		Nothing to do with ward, but food could be a bit hotter. Ward is excellent.	
9	King George V Ward	Extremely Likely		[Name withheld] was absolutely amazing, kind & supportive.			
10	King George V Ward	Extremely Likely		All the staff were extremely lovely & helpful. [Names withheld] were all amazing!			
11	King George V Ward	Extremely Likely		Friendly and informative staff.		No.	
12	King George V Ward	Extremely Likely		The care, empathy and prompt responses.		Satisfied as it is.	
13	King George V Ward	Extremely Likely		The staff are friendly and very thorough in their work.		No, very good as it is.	
14	King George V	Extremely		The nurses have been brilliant.		Happy as it is.	

	Ward	Likely					
15	King George V Ward	Extremely Likely		Everyone has been very helpful.		I have been very pleased with it as it is.	
16	King George V Ward	Extremely Likely		The staff have been responsive and concerned.		Happy as it is.	
17	King George V Ward	Extremely Likely		There are plenty of staff. All very good.		We are very lucky - it is amazing as it is.	
18	King George V Ward	Extremely Likely		The staff are so good and helpful.		The staff can be overworked at times.	
19	King George V Ward	Extremely Likely		The staff are brilliant - they do not stop.		The staff deserve more money.	
20	King George V Ward	Extremely Likely		Very peaceful in the side room.		The staff do the very best they can.	
21	King George V Ward	Extremely Likely		Friendly.		It is good as it is.	
22	King George V Ward	Extremely Likely		The staff are kind, friendly and helpful.		I am sometimes confused as to who can and cannot change various fluid bags and also about what the different colours of the staff uniforms indicate.	
23	King George V Ward	Extremely Likely		The staff have been very helpful and efficient.			
24	King George V Ward	Extremely Likely		The staff have been very friendly and helpful.			
25	King George V Ward	Extremely Likely		The staff are very friendly, helpful and caring.			
26	King George V Ward	Extremely Likely		Been well treated by friendly and attentive staff.			
27	King George V Ward	Extremely Likely		The staff have been very friendly and helpful.			
28	King George V Ward	Extremely Likely		Very friendly, helpful, caring and attentive.			
29	King George V Ward	Extremely Likely		Have been very well looked after by all staff.		I would like to see better communication between doctors and patients	
30	King George V	Extremely		Everything has been brilliant,		Look after the patients property	

	Ward	Likely		very friendly and helpful.		better during transfer between wards, my shoes are missing. Current ward notified, awaiting outcome.	
31	King George V Ward	Extremely Likely		Well looked after by all caring and friendly staff.		Improve waiting time in A&E.	
32	King George V Ward	Extremely Likely		Well looked after by all staff.			
33	King George V Ward	Extremely Likely		Well looked after by friendly staff.			
34	King George V Ward	Extremely Likely		Everyone has been very friendly helpful and efficient.		More nurses & HCAs.	
35	King George V Ward	Likely					
1	Lundy Ward	Extremely Likely					
2	Lundy Ward	Extremely Likely					
3	Lundy Ward	Extremely Likely		Very good nursing & care for my dad, although very noisy!			
4	Lundy Ward	Extremely Likely		I cannot speak highly enough of the attention I have been given. Staff always willing to help, with a smile. Nothing seems too much trouble. A big thank you to all.		It all seems perfect to me.	
5	Lundy Ward	Extremely Likely		Great staff! Cannot fault them!		When a patient asks for a small meal - tea plate size is all they need. Less waste! More eaten!	
6	Lundy Ward	Extremely Likely		The general overall and feeling throughout the ward between the 'old-stagers' (!) and the younger staff of the ward at any time of the day, also the general welcoming on arrival. Well done ladies.			
7	Lundy Ward	Extremely Likely		I cannot fault the staff in any way, everything was 1st class and		None.	

				nothing was too much trouble.			
8	Lundy Ward	Extremely Likely		Lundy Ward. Very, very good stay.			
9	Lundy Ward	Extremely Likely		I was made to feel important. Everyone was friendly, courteous and attentive, as well as being obviously professional & competent. The ward seemed well equipped and the overall atmosphere was pleasant, efficient and reassuring.			
10	Lundy Ward	Extremely Likely		Service is very good & good staff.		Can't think of anything.	
11	Lundy Ward	Extremely Likely		All staff couldn't be more helpful and willing to please. Such a lovely, happy bunch too, no matter how unpleasant a task!!			
12	Lundy Ward	Extremely Likely		Excellent care.		No improvement needed.	
13	Lundy Ward	Extremely Likely		The staff were all amazing, couldn't do enough for you. The room was very clean.			
14	Lundy Ward	Extremely Likely		Such kind, caring staff. Any issue was addressed promptly. Really felt my wellbeing was considered. Obviously very busy ward, but nothing too much trouble. Any concerns / questions responded to. Thank you.			
15	Lundy Ward	Extremely Likely		Excellent care all round.		None.	
16	Lundy Ward	Extremely Likely		For the care given to me by the staff.		No.	
17	Lundy Ward	Extremely Likely		I was so pleased to be on Lundy Ward as the staff surpassed all my expectations and they all			

				should be congratulated on their level of professionalism and empathy. Many thanks to you all!!			
18	Lundy Ward	Extremely Likely		All-round care & attention.		No.	
19	Lundy Ward	Extremely Likely		Friendly staff.			
20	Lundy Ward	Extremely Likely		They were extremely kind.			
21	Lundy Ward	Extremely Likely		Kind, thoughtful staff, nothing is too much trouble.		No, not really. Nothing to improve [illegible].	
22	Lundy Ward	Extremely Likely		Really impressed with the excellent standards of care, the nurses so professional and kind, nothing too much for them, very special people.			
23	Lundy Ward	Extremely Likely		Very caring staff - no problem.			
24	Lundy Ward	Extremely Likely		Well looked after by all the staff.			
25	Lundy Ward	Extremely Likely		All the staff have been excellent.		Conflicting advice from two different groups of doctors. The doctors need to talk to one another about the next stage, either a CT scan or an ultrasound.	
26	Lundy Ward	Extremely Likely		An efficient, comfortable and clean ward.		The ward is rather noisy (day and night) mainly due to the staff. The toilets need more regular cleaning.	
27	Lundy Ward	Extremely Likely		A good, well laid-out ward.			
28	Lundy Ward	Extremely Likely		Cleanliness. Care. Efficiency.			
29	Lundy Ward	Extremely Likely		Very friendly and efficient staff.			
30	Lundy Ward	Extremely Likely		Everyone has been helpful and caring.			

31	Lundy Ward	Extremely Likely		Well looked after by everyone.			
32	Lundy Ward	Extremely Likely		Staff are friendly and caring.			
33	Lundy Ward	Extremely Likely					
34	Lundy Ward	Extremely Likely		Staff friendly and helpful, nothing too much trouble.			
35	Lundy Ward	Extremely Likely		Very friendly and helpful, caring staff.		Would be nice if new patients arriving due meal time are given something to eat, even if it's only soup. I assumed the menu given to me was for the day so I could select, but found it was the menu for the following day.	
36	Lundy Ward	Extremely Likely		The care has been outstanding by all staff.			
37	Lundy Ward	Extremely Likely		Well treated by friendly attentive staff.			
38	Lundy Ward	Extremely Likely		The care received has been excellent.		More overall staff would relieve existing pressure on staff.	
39	Lundy Ward	Likely		Everyone is very helpful and attentive. All needs are catered for.			
40	Lundy Ward	Likely		Staff both efficient and friendly, professional expertise good.		Difficult to know the pecking order of the staff, uniforms all very similar.	
41	Lundy Ward	Likely		The last few days have made me realise how badly I have neglected my body by not drinking enough water. Family and friends have all told me to drink more. My neglect brought me in here but it's the staff here that have made it possible for me to go home. Thank you all once again.			

42	Lundy Ward	Likely		Third time on Lundy Ward. On previous times spent here I was always treated with respect and a person not another number. When I came into the ward on Tuesday I was very low on and off through the day. Wednesday was a much better day - my ailments were made clear to me and what the procedure would be. Up to now, I have been treated with respect from all staff members and all ranks.			
43	Lundy Ward	Not entered		[Name withheld] great help, made me feel very relaxed and he understood how I felt and how to deal with it. Thank you, [name withheld].			
1	Staples Ward (Stroke Unit)	Extremely Likely		The staff make you feel wanted.			
2	Staples Ward (Stroke Unit)	Extremely Likely		Very professional and efficient.		It would be improved if information about your condition was more accessible i.e. better communication from doctors.	
3	Staples Ward (Stroke Unit)	Extremely Likely		The staff are under pressure but always cheerful.		Thicker curtains - I can hear other conversations.	
4	Staples Ward (Stroke Unit)	Extremely Likely		My doctor is very good. Good food.		A day room would be nice for patients to meet. The TV is scandalous - too expensive.	
5	Staples Ward (Stroke Unit)	Extremely Likely		Everyone is very devoted and caring.		Very happy as it is.	
6	Staples Ward (Stroke Unit)	Extremely Likely		Conscientious staff.		It's all about right.	
7	Staples Ward (Stroke Unit)	Extremely Likely		The staff are good.		Waiting to be taken to the toilet is too long at times. I have been moved between four different wards - this is not helpful.	

8	Staples Ward (Stroke Unit)	Extremely Likely		Nothing is too much trouble. The staff are very, very kind.		I honestly do not think you could improve on the service here.	
9	Staples Ward (Stroke Unit)	Extremely Likely		Everything has been looked after for my care.		The food was not marvellous yesterday - the chicken pie was inedible.	
10	Staples Ward (Stroke Unit)	Extremely Likely		100% good.		I am able to talk to the nurses. I have been here for two days but have not seen a doctor yet. Also, I am not sure about the tablets I have been given, they might be the same as the ones I had at home.	
11	Staples Ward (Stroke Unit)	Extremely Likely		Very friendly and professional staff.			
12	Staples Ward (Stroke Unit)	Extremely Likely		The staff are excellent, friendly, helpful, professional and attentive.			
13	Staples Ward (Stroke Unit)	Extremely Likely		Very friendly, helpful and attentive staff.		More nurses & HCAs on the night shift.	
14	Staples Ward (Stroke Unit)	Extremely Likely		Nothing too much trouble, always there when needed.			
15	Staples Ward (Stroke Unit)	Extremely Likely		Everything has been excellent, a very good experience.			
16	Staples Ward (Stroke Unit)	Extremely Likely		Have been very well cared for by everyone			
17	Staples Ward (Stroke Unit)	Likely		A clean and friendly ward.		Too early to say.	
18	Staples Ward (Stroke Unit)	Likely		The staff are nice.		All good.	
19	Staples Ward (Stroke Unit)	Neither Likely nor Unlikely		Some of the staff are lovely but some staff are not - I have complained.		Some nurses need to be more patient. The food is poor - not tasty. The jacket potatoes were disgusting - hard on the outside and nothing inside. How can they get a jacket potato so wrong? I will be pleased to go home.	
1	Tarka Ward	Extremely Likely		Very friendly and extremely professional.		A full A&E service is urgently needed in Bude!!	

2	Tarka Ward	Extremely Likely		Very friendly staff. Nothing was too much trouble for them, housekeeping excellent too.			
3	Tarka Ward	Extremely Likely		Staff on ward extremely competent, cheerful & helpful.		Provide grab sticks.	
4	Tarka Ward	Extremely Likely		Staff are very kind and nothing is too much trouble for them.			
5	Tarka Ward	Extremely Likely		Friendly staff, excellent treatment, generally 5-star.			
6	Tarka Ward	Extremely Likely		Warm, friendly and efficient nurses and carers only to glad to help.			
7	Tarka Ward	Extremely Likely		Information & care given.			
8	Tarka Ward	Extremely Likely		The ward was clean & the staff friendly, helpful & efficient.			
9	Tarka Ward	Extremely Likely		Very, very friendly nurses, doctors and other caring staff. Very personal, happy service, very thorough, helpful - gave me lots of confidence - felt more like being in a hotel than a hospital. Thank you all, [name withheld] x.		No. Just keep up the fantastic job you're all doing already.	
10	Tarka Ward	Extremely Likely		Medical staff were excellent, always ready to help. The meals were not very good, although some of them were ok. The women that served were v. good.		Only the meals!	
11	Tarka Ward	Extremely Likely		A friendly, helpful, ward - dedicated staff.			
12	Tarka Ward	Extremely Likely		The staff are very helpful and friendly.		The staff uniforms are confusing.	
13	Tarka Ward	Extremely Likely		Well looked after by all the staff.		The letter received was confusing, indicating going to the ward and not the admissions lounge. When I was told at the ward to go to the lounge, instructions on the door	

						said to wait outside.	
14	Tarka Ward	Extremely Likely		The staff are helpful and friendly.			
15	Tarka Ward	Extremely Likely		Everyone has been very kind and supportive.			
16	Tarka Ward	Extremely Likely		The staff are very caring, friendly, helpful and understanding.			
17	Tarka Ward	Extremely Likely		The staff are friendly and efficient.			
18	Tarka Ward	Extremely Likely		Friendly and efficient staff. Very helpful.			
19	Tarka Ward	Extremely Likely		Everything has been perfect - efficient and friendly.			
20	Tarka Ward	Extremely Likely		The staff have been attentive, sympathetic and friendly.			
21	Tarka Ward	Extremely Likely		The staff have been very friendly and caring.			
22	Tarka Ward	Extremely Likely		All the staff are very helpful, efficient and kind.			
23	Tarka Ward	Extremely Likely		Treated with respect.		Closer attention to bed settings which are important with hip replacements.	
24	Tarka Ward	Extremely Likely		Everyone is so caring and helpful, nothing is too much trouble to anyone.		No, everything has been wonderful, just wonderful.	
25	Tarka Ward	Extremely Likely		Anything you may ask for is done. All the communication is excellent. The staff are all just amazing - nurses and doctors. The ward is spotlessly clean at all times.		No. I have been very happy during my stay here, very hardworking staff.	
26	Tarka Ward	Likely		The staff were friendly and helpful at all times.			
27	Tarka Ward	Likely		The male nurse, [name withheld], was very good and so kind and helpful.			

28	Tarka Ward	Likely		The staff have been really supportive & provided such a high level of care throughout.		N/A.	
1	Victoria Ward	Extremely Likely		Staff are caring and very approachable, facilities like day room help relieve a stressful situation.			
2	Victoria Ward	Extremely Likely		Many reasons, but mainly it's a nice, quiet area where you can relax from this hustle / bustle of the ward. Time to reflect and chill - referring to day room.			
3	Victoria Ward	Extremely Likely		The staff are very kind and caring. Nothing is too much trouble. I came as a holiday patient and needed transfer to Exeter for treatment. This all happened seamlessly with extreme efficiency. I am so grateful. The day room was an asset too, to get away from the ward and being 'a patient'.		An early morning cup of tea would be very welcome.	
4	Victoria Ward	Extremely Likely		Medical staff & service staff helpful, considerate. Good atmosphere.		When day room is developed to full potential, experience will be much enhanced.	
5	Victoria Ward	Extremely Likely		Constant reassuring treatment & sensitivity to one's needs. All the staff, medical & domestic, are helpful in creating an atmosphere of genuine care.			
6	Victoria Ward	Extremely Likely		Well looked after by all the staff.		The toilets need more regular cleaning.	
7	Victoria Ward	Extremely Likely		Well cared for by everyone.			
8	Victoria Ward	Extremely Likely		The service has been excellent.			

9	Victoria Ward	Extremely Likely		All the staff are very friendly and efficient, nothing is too much trouble.			
10	Victoria Ward	Extremely Likely		The staff are very friendly and helpful.			
11	Victoria Ward	Extremely Likely		The staff are very friendly and helpful.			
12	Victoria Ward	Extremely Likely		Well treated by all the staff.			
13	Victoria Ward	Extremely Likely		The staff are friendly, attentive and helpful. A clean ward.			
14	Victoria Ward	Extremely Likely		The staff have been brilliant and are caring.			
15	Victoria Ward	Extremely Likely		Well treated by friendly and attentive staff.			
16	Victoria Ward	Extremely Likely		Very friendly and efficient staff. Clean ward.			
17	Victoria Ward	Extremely Likely		Well looked after by a dedicated and professional staff.			
18	Victoria Ward	Extremely Likely		The staff have been very friendly and helpful, The ward is very clean.			
19	Victoria Ward	Extremely Likely		I have been very well looked after by everyone.			
20	Victoria Ward	Extremely Likely		Nurses so good.		The food could be improved.	
21	Victoria Ward	Extremely Likely		Good atmosphere very friendly.		Satisfied the way it is.	
22	Victoria Ward	Extremely Likely		Friendly, clean, nice staff.		Satisfied the way it is.	
23	Victoria Ward	Extremely Likely		Kindness, relaxed atmosphere, staff hardworking.		Happy as it is, communications could be improved.	
24	Victoria Ward	Extremely Likely		All friendly and helpful.		Day room facilities could be improved.	
25	Victoria Ward	Extremely Likely		Kept beautifully clean, staff hardworking, nothing too much		Satisfied as it is but more hooks needed to hang clothes e.g. in the	

				trouble.		bathrooms.	
26	Victoria Ward	Extremely Likely		Friendly, relaxed atmosphere.		Communication from doctors could be improved.	
27	Victoria Ward	Extremely Likely		Everyone so friendly.		Reduce the time waiting to go to Exeter for heart treatment.	
28	Victoria Ward	Extremely Likely		More friendly and caring than other hospitals.		Satisfied as it is.	
29	Victoria Ward	Likely		Has more good features than bad, too many patients requiring different treatment.			
30	Victoria Ward	Unlikely		Feel that nursing standards are low, errors made which are not corrected.		Staff need education badly, many of best nurses now working abroad.	