

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Mar-20

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		Visiting my brother, [name withheld], the care was superb. All staff were so helpful.			
2	Alexandra Ward	Extremely likely		Well looked after by dedicated staff.			
3	Alexandra Ward	Extremely likely		The service and attention I have received has been excellent.			
4	Alexandra Ward	Extremely likely		The staff are available to help me any time of the day or night.			
1	Capener Ward	Extremely likely		I have been very well looked after by everyone.			
2	Capener Ward	Neither likely nor unlikely		I was told to get up out of bed at 7.40am and to sit in the armchair. An HCA stripped my bed and left. I got back on the stripped bed at 9.15am and at 10am asked my allocated nurse if she could arrange for the bed to be made up. The reply was that someone would come when they had time. At 10.30am the consultant and		Listen to what patients are saying.	

				his team came in to see me and he asked for the bed to be made up. It was finally made up at 11.15am.			
1	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff have been great.	The staff. The school.	Nothing.	
2	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
3	Caroline Thorpe Ward	Yes	Patient	Because the doctors' knowledge is very good. They sort out the illness really well.	Nothing was bad, on-site school gave drawings.	Sorting it out quicker.	
4	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful and kind to myself and son. Thank you.	Very quick to be seen and comfortable.	N/A.	
5	Caroline Thorpe Ward	Yes	Not entered	Staff go above & beyond.	Friendly staff.	Checked light level for phototherapy.	
6	Caroline Thorpe Ward	Yes	Not entered	Super-friendly & helpful, brilliant staff and nice, calm environment.	Stress-free, planned & organised. Great team.	Nothing.	
7	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are caring and professional.	Exceptional care by staff.	Food provision/availability for parents, especially when you've arrived unexpectedly through emergency admittance.	
8	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
9	Caroline Thorpe Ward	Yes	Patient				Do not publish
10	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very good, helpful staff. Very clean. Help straightaway when needed.	Helpful staff, nothing too much trouble. Doctors and nurses explained everything, so understood what was happening. Was able to stay with my baby.		
11	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff were very caring and informative. There were very good facilities for both patient and parent.	The care was very thorough. I felt happy my daughter was well looked after.	From a parent point of view perhaps an information sheet about where to get food/opening times or a change machine.	
12	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My children have always received the best treatment at NDDH. Second to none care!	The efficiency of the staff and the quality of the care received. Very hospitable - even for the parents.	No complaints from me!	

13	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	It's a tidy, clean hospital and all staff are friendly & helpful.	Friendly & clean.	N/A.	
14	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful nurses and doctors. Informative, caring.	Really nice to offer parents a cup of tea as it can be just as long for them.	To know what is happening and when, as left waiting not knowing what is happening.	
15	Caroline Thorpe Ward	Yes	Not entered		Staff, caring, empathy, nothing too much trouble, smile.		
16	Caroline Thorpe Ward	Yes	Not entered	Decent food, playroom. Nice, helpful, kind nurses. Give lots of info. And the doctors too.	Food, nurses and doctors.	Nothing really.	
17	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff do their best to care for all the patients.	Sorted my child out.	No.	
18	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The welcome from [name withheld] was amazing, the care and understanding of all staff whilst here. [Names withheld] were very much appreciated. Your all amazing! (thanks [name withheld] for helping to retrieve my [illegible]. Thanks [name withheld] for moving our room.	Everything!!!	Nothing!!!	
19	Caroline Thorpe Ward	Yes	Not entered	Nurses were great from the start. [Name withheld], night staff, was a star and treated him so well not disturbing him, she was great. [Name withheld] was a breath of fresh air after 3 days on the ward caring and kept us informed all the way through [illegible] discharge.	The staff on the ward (they smile).	Food for the parent.	
20	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone has been lovely, helpful & very supportive. Thank you.	The support given.	N/A.	
21	Caroline Thorpe Ward	Yes	Not entered	Always friendly, helpful and efficient.	Staff.	Nothing.	
22	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	I think that the nurses and support staff do a great job.	Friendly staff. Offered food & drinks. Clear advice.	Nothing.	

23	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff have been amazing! Was here for a week with my son and they go above and beyond with everything they do! All the nurses have been amazing but [names withheld] made a real impact and I'm very grateful! [Name withheld], the play worker, was amazing when my son was finding all the bloods etc. too much. She is a great asset to the ward!	The staff made a horrible situation (my son being ill) into a positive experience. They have gone out of their way to make my son comfortable and positive and I'm sure this has added to him getting better ASAP.	Nothing! Being here for a week has made me want to train to be a nurse as these people are amazing! Thank you!!	
24	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff are kind, caring & respectful.	School on the ward good with activities to keep my daughter entertained.		
25	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic staff - everyone was amazing! Thank you!	Friendly staff. Amazing, helpful, caring professional.	N/A.	
26	Caroline Thorpe Ward	Yes	Patient	The doctors and nurses are awesome and very kind.	Being well looked after.	No.	
27	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Do not publish
28	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone has been very kind and cheerful.	Being given a model aeroplane to build.		
29	Caroline Thorpe Ward	Maybe	Not entered	Bit noisy!	Everyone v. kind & helpful.	Long wait in A&E.	
30	Caroline Thorpe Ward	Not entered	Not entered	Hi [names withheld]. Thank you for being super-kind and helping me out a lot. It really helped me. Thank you so much from [name withheld].			
31	Caroline Thorpe Ward	Not entered	Not entered	You guys are our 2nd family, our admissions are like home from home. You so welcoming, you look after us so well and you always go the extra mile. I thank you so much for your hard work, dedication and kindness.			

1	Fortescue Ward	Extremely likely		Very well looked after by everyone.			
2	Fortescue Ward	Extremely likely		The general quality of care is good. The staff are excellent but lack in numbers.			
3	Fortescue Ward	Extremely likely		I am being very well looked after by everyone.			
4	Fortescue Ward	Likely		I have been well looked after by everyone.			
5	Fortescue Ward	Unlikely		I'm not sure if this is the right ward for me. I came in for rehabilitation and relaxation but the other patients have dementia.		More nurses and HCAs are needed on both shifts.	
1	Glossop Ward	Extremely likely		Very good staff.			
2	Glossop Ward	Extremely likely		All nurses and staff are kind and supportive. I am always grateful of your care to my wife and happy she received the best of services you always provide. So glad she is safe with you good people. Years in Royal Navy and Fire Service so I know what help means. God bless you all. Husband [name withheld].			
3	Glossop Ward	Extremely likely					
4	Glossop Ward	Extremely likely		Prompt action in requests & question. Communication between patients & all staff excellent.			
5	Glossop Ward	Extremely likely		Those nurse, staff, doctor, cleaner were very good job.			
6	Glossop Ward	Extremely likely		Good communications. [Illegible] and friendly atmosphere.			

7	Glossop Ward	Extremely likely		The staff were most pleasant and helpful. The medical attention was reassuring. To sum up, I felt that the most thought was given to the patient in every way.			
8	Glossop Ward	Extremely likely				Nurse, doctor, staff serve tablets. Those in hospital were hard work to help people.	
9	Glossop Ward	Extremely likely		Emergency - life-threatening. People/staff could not have been more helpful and caring.			
10	Glossop Ward	Extremely likely		The staff are all good. A very clean ward.		Happy the way it is.	
11	Glossop Ward	Extremely likely		Everyone has been nice.		Satisfied as it is.	
12	Glossop Ward	Extremely likely		The quality of the service - nothing is too much trouble.		Reduce the temperature in the ward.	
13	Glossop Ward	Extremely likely		Looked after very well.		Occasionally, I have to wait for painkillers, they are not always administered on time.	
14	Glossop Ward	Extremely likely		Everyone is so helpful.		The cushions in the chair are too firm. I find difficulty lifting myself up in the bed as there is nothing to hold on to. I was not warned that my lip salve was highly inflammable and not suitable so the staff have supplied me with a different one.	
15	Glossop Ward	Extremely likely		Good team effort.		Everything is very good.	
16	Glossop Ward	Extremely likely		There is always someone available.		More staff are required but this is not a complaint about the existing staff.	
17	Glossop Ward	Extremely likely		Friendliness and efficiency.		Satisfied as it is.	
18	Glossop Ward	Extremely likely		The care and consideration is good.			

19	Glossop Ward	Extremely likely		Friendly and caring.		Fine as it is.	
20	Glossop Ward	Likely		Very kind & helpful.			
21	Glossop Ward	Likely					Do not publish
22	Glossop Ward	Not entered				Very good.	
1	King George V Ward	Extremely likely		All staff have been friendly and supportive in taking care and making sure I was alright.		Not that I know of.	
2	King George V Ward	Extremely likely		Staff of all grades kind & knowledgeable.		Increase staff - present level are very overworked, especially at night.	
3	King George V Ward	Extremely likely		Treated with professionalism, care & dignity.			
4	King George V Ward	Extremely likely		Wonderful care from considerate staff, retaining patient dignity at all times. Clear information given to reassure patients.			
5	King George V Ward	Extremely likely		Staff are very helpful and very caring.			
6	King George V Ward	Extremely likely		Very friendly staff, giving me as much support as they could. Very kind night staff, allowing my partner to stay later. All staff have been very helpful and have tried to keep me as calm and comfortable as possible.		Not enough information on why it took so long to get a time for surgery, resulting me to not eat for 28 hours.	
7	King George V Ward	Extremely likely		Excellent care and attention throughout.		No.	
8	King George V Ward	Extremely likely		Because I have had really positive treatment and have been looked after really well. Could not have asked for more. [Name withheld]			
9	King George V Ward	Extremely likely		Everyone very kind and respect your privacy. A lovely ward.		None.	
10	King George V	Extremely		Friendly, helpful, efficient staff.			

	Ward	likely					
11	King George V Ward	Extremely likely		All the staff were friendly, compassionate and extremely professional and thank you very much.		None that I encountered.	
12	King George V Ward	Extremely likely		Because the staff are friendly and helpful. Really good.			
13	King George V Ward	Extremely likely		Very efficient and friendly service. The staff keep the patients informed.			
14	King George V Ward	Extremely likely		The staff have been wonderful.			
15	King George V Ward	Extremely likely		A very dedicated team, friendly and helpful.			
16	King George V Ward	Extremely likely					Do not publish
17	King George V Ward	Extremely likely		The nurses are so good.		Very happy as it is.	
18	King George V Ward	Extremely likely		Nothing is too much trouble.		Happy the way it is.	
19	King George V Ward	Extremely likely		The level of care is wonderful.			
20	King George V Ward	Extremely likely		The staff are friendly and kind.		I have had problems with the mattresses that have been available and, at one point, I was waiting in my chair for 13 hours, only then to be put back in the same bed as before.	
21	King George V Ward	Extremely likely		The staff are so kind.		Perfect as it is.	
22	King George V Ward	Likely		I feel confident that the staff are looking after me well. All the staff have been great.			
23	King George V Ward	Likely		Mate [Illegible]. Cheers all. [Name withheld]			
24	King George V	Likely		The ward is fine but I am		Reduce the delays that occur.	

	Ward			frustrated by some delays in service from the nurses.			
25	King George V Ward	Unlikely		Most of the nurses were fine, some were really nice [name withheld] (OT) & [name withheld] were really helpful. Main issue I have had six beds & they kept breaking without me in them & way too high for an overweight, disabled person.		Breakfast was a challenge. I could only have gluten-free bread with marmalade as I am gluten & dairy free. It would be nice to have a better selection.	
1	Lundy Ward	Extremely likely		I was treated very well indeed. Everyone, day and night, were very helpful and kind. Cannot praise them enough.			
2	Lundy Ward	Extremely likely		Staff are very attentive and helpful.			
3	Lundy Ward	Extremely likely		The personal attention has been good, treated very well. A very clean bay.			
4	Lundy Ward	Extremely likely		The care and attention has been good, nothing is too much trouble for anyone.			
5	Lundy Ward	Extremely likely		The staff are very friendly and attentive.		I feel that the consultant needs to talk to the patients and not just to the doctors who attend the round visits.	
6	Lundy Ward	Extremely likely		The care I've received has been outstanding.			
7	Lundy Ward	Extremely likely		The care has been excellent.		I have had numerous attempts to have my operation. Three times I was informed when sitting in the lounge that they had ran of time and I was sent home. This time, I was first on the list.	
8	Lundy Ward	Extremely likely		Friendly, cheerful staff. A very clean bay.			

9	Lundy Ward	Extremely likely		Well cared for and looked after.			
1	Roborough Ward	Extremely likely		Brilliant staff, couldn't find anything wrong.			
2	Roborough Ward	Extremely likely		All the staff are so pleasant & helpful. A very good experience.			
3	Roborough Ward	Extremely likely		I have never come across a better staff, understanding, caring, really excellent nurses and doctors. A credit to NDDH.		Not at all, don't fix what is not broken!	
4	Roborough Ward	Extremely likely		Lovely, friendly staff. Good care and attention. Nothing is too much trouble.		Just make sure the buzzer for nurses is within reach.	
5	Roborough Ward	Extremely likely		I would like to thank Dr [name withheld] for doing a fantastic knee job. [Name withheld] who took the time to see how I was. [Name withheld] and co in recovery. A more happy bunch I couldn't have wished for and all the staff on Roborough Ward who looked after me and made sure my stay was made less terrifying. [Illegible].			
6	Roborough Ward	Extremely likely		Staff are really professional, welcomed. Can't recommend them highly enough. Pleasant stay.		Fund NHS more.	
7	Roborough Ward	Extremely likely		Yet again, this is my third stay in this hospital and all the staff have been brilliant, caring and helpful and I would never consider going elsewhere.		None.	
8	Roborough Ward	Extremely likely		Very impressed with level of care & service received.			
9	Roborough Ward	Extremely likely		Staff are friendly & efficient. Nothing is too much trouble.		No, excellent service throughout. Thank you.	

				Nice, clean rooms, fully equipped and the whole team do the NHS proud.			
10	Roborough Ward	Extremely likely					Do not publish
11	Roborough Ward	Extremely likely		I couldn't fault my care. Every member of staff were faultless. They each made my stay a positive experience. Many thanks.			
12	Roborough Ward	Extremely likely		In for hip replacement. From the time I walked to when I left, amazing staff.			
13	Roborough Ward	Extremely likely		On admission we were very welcomed. All the staff were courteous, nothing was too much bother for them. Very helpful.		There is no suggestion to put forward except rails around the toilets.	
14	Roborough Ward	Extremely likely					
15	Roborough Ward	Extremely likely		Great bunch of nurses and care professionals.		None.	
16	Roborough Ward	Extremely likely		I think all staff are amazing and nothing is too much trouble for them, made the stay a pleasant experience.			
17	Roborough Ward	Extremely likely		Lots of expert care and attention. Very kind staff. Food was fine!		Muesli!	
18	Roborough Ward	Extremely likely		For the professional care and helpfulness with everyone involved in my care. Thank you.			
1	Staples Ward (Stroke Unit)	Extremely likely		Sociable & friendly.		More nurses.	
2	Staples Ward (Stroke Unit)	Extremely likely		Everyone was to kind, caring & encouraging.			
3	Staples Ward (Stroke Unit)	Extremely likely		I have been so cared for and kindly treated the whole time I have been here.			

4	Staples Ward (Stroke Unit)	Extremely likely		[Illegible]			
5	Staples Ward (Stroke Unit)	Likely		Good treatment! Well looked after!		No.	
6	Staples Ward (Stroke Unit)	Likely		Good, helpful staff. Great beds and very clean.			
7	Staples Ward (Stroke Unit)	Likely		Caring staff. Always a hot drink available.		Have a working TV - most not working in the bay I was in.	
8	Staples Ward (Stroke Unit)	Likely		The staff are very caring. Felt looked after.			
9	Staples Ward (Stroke Unit)	Not entered				I lost contact with my daughter's family so wasn't sure all was arranged for my discharge. Sadly, I hadn't a mobile with me.	
1	Tarka Ward	Extremely likely		Everyone is pleasant and helpful.		I have not seen a pharmacist. The update on my medication had not been transferred to my notes at this hospital from Exeter and I was therefore given medication that had previously been stopped.	
2	Tarka Ward	Extremely likely		I am well looked after.		All good.	
3	Tarka Ward	Extremely likely		The staff are caring and they listen to you.		All ok. The food is ok and the parking is good.	
4	Tarka Ward	Extremely likely		Kindness of the staff.		All good.	
5	Tarka Ward	Extremely likely		Cannot fault the service.		Everything is good here. I am amazed at what the staff achieve.	
6	Tarka Ward	Likely		The nurses are good.		All good.	
1	Victoria Ward	Extremely likely		Attentive and communicative staff.		All ok.	
2	Victoria Ward	Extremely likely		The staff look after me so well.		All ok.	
3	Victoria Ward	Extremely likely		Very good staff.		All ok.	
4	Victoria Ward	Extremely					Do not publish

		likely					
5	Victoria Ward	Extremely likely		Very good, friendly and attentive staff.			
6	Victoria Ward	Extremely likely		Everyone has been very friendly, attentive and helpful.			
7	Victoria Ward	Extremely likely		All staff are very friendly, attentive and helpful.			
8	Victoria Ward	Extremely likely		Everyone has been very supportive and caring.			
9	Victoria Ward	Extremely likely		The staff are friendly and attentive. A clean bay.			
10	Victoria Ward	Extremely likely		The staff are friendly, attentive and knowledgeable.			