



Story activity by service report

About this report

This report shows summary information about a selection of stories published on Care Opinion.

It was created on **22 September 2025**.

Which postings are included?

This report shows stories in the **Care Opinion** subscription, which includes all stories.

The report is also filtered to show only all stories about Royal Devon University Healthcare NHS Foundation Trust containing 'safe or safety'

This report uses the following options

Include services with no data:

Exclude

Include responses from:

Responses from anyone

About Care Opinion

Care Opinion is a not-for-profit social enterprise which enables people to share the story of their care, and perhaps help care services make changes.

For more information, contact us via: <https://www.careopinion.org.uk>

Frequently asked questions

How is story criticality rated?

Story criticality is rated by our moderations at the time each story is moderated. It is a measure of how critical the most critical part of a story is, according to a criterion-based system. Criticality is rated in order to support our filtered email alerting system for staff, and is not intended for publication.

What do the story counts mean?

To the right of an organisation/service you will see a count. This tells you the number of stories listed in the report about that organisation or service (including any services run by that organisation/service).

Why might unexpected services appear in my report?

The services listed in the report depend on the stories that are included, and that depends on how you have filtered the report. So, for example, if you have filtered only according to where authors live, you may find they have used services some distance away.

Sharing and reuse

Contributors to Care Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share this information with others.

Postings submitted via Care Opinion itself can be shared subject to a [Creative Commons](#) licence. You can copy, distribute and display postings, and use them in your own work, so long as you credit the source.

Material submitted via NHS Choices is licenced under [Crown Copyright](#).

This report summarises **17** services with **311** stories.

Excluding **18** service with no stories

Story activity by service

This table shows story activity for each service, including the number of stories that receive a response and where the stories originate. Top level services are highlighted followed by any services run by that organisation or service.

Service	Stories	Responsiveness	Changes planned	Changes made	Originating from		Latest story
					Care Opinion	NHS.UK	
Royal Devon University Healthcare NHS Foundation Trust	311	96% 298	3	4	277	34	19/09/2025
Axminster Community Hospital	1	100% 1			0	1	22/07/2019
Barnstaple Health Centre	28	100% 28		1	28	0	08/09/2025
Bideford Hospital	2	100% 2			2	0	25/07/2024
Community Services - Eastern	5	100% 5			5	0	07/03/2025
Community Services - North Devon	8	100% 8			8	0	15/09/2025
Exeter Vaccination Centre	1	0% 0			1	0	11/10/2024
Exmouth Community Hospital	1	100% 1			1	0	22/05/2025
Heavitree Hospital	5	100% 5	1		4	1	15/11/2024
Mardon Neuro-Rehabilitation Centre	2	100% 2			2	0	21/07/2025
Nightingale Hospital Exeter	5	100% 5			5	0	13/08/2025
North Devon District Hospital	89	97% 86	1	1	87	2	28/08/2025
Royal Devon & Exeter Hospital (Wonford)	86	93% 80	1	1	62	24	19/09/2025
Sidmouth Community Hospital	3	33% 1			1	2	07/06/2024
Sidwell Street Clinic	79	100% 79		1	79	0	18/09/2025
Tiverton and District Hospital	1	100% 1			1	0	01/05/2024
Torrington Hospital	1	100% 1			1	0	22/03/2024

Story criticality by service

This table shows the number of stories given each criticality rating per service. Only stories which have been given a criticality rating are included in this table.

Service	Rated Stories	Not rated	Not Critical (0)	Minimally Critical (1)	Mildly Critical (2)	Moderately Critical (3)	Strongly Critical (4)	Severely Critical (5)
Royal Devon University Healthcare NHS Foundation Trust	277	34	88%	2%	6%	2%	1%	
Axminster Community Hospital	0	1						
Barnstaple Health Centre	28	0	93%		4%	4%		
Bideford Hospital	2	0	100%					
Community Services - Eastern	5	0	100%					
Community Services - North Devon	8	0	100%					
Exeter Vaccination Centre	1	0			100%			
Exmouth Community Hospital	1	0	100%					
Heavitree Hospital	4	1	75%		25%			
Mardon Neuro-Rehabilitation Centre	2	0	50%				50%	
Nightingale Hospital Exeter	5	0	80%		20%			
North Devon District Hospital	87	2	90%	2%	6%	1%	1%	
Royal Devon & Exeter Hospital (Wonford)	62	24	77%	3%	11%	6%	2%	
Sidmouth Community Hospital	1	2	100%					
Sidwell Street Clinic	79	0	96%	3%	1%			
Tiverton and District Hospital	1	0		100%				
Torrington Hospital	1	0	100%					

Story submission routes by service

For each service, this table shows the number of stories submitted via different routes.

Routes are not shown for NHS.UK stories, which are all submitted via the NHS.UK website.

Service	Stories	Website	Kiosk	Post	Phone	Unknown	NHS.UK
Royal Devon University Healthcare NHS Foundation Trust	277	35%	62%	1%	1%	1%	34
Axminster Community Hospital	0						1
Barnstaple Health Centre	28	4%	96%				0
Bideford Hospital	2	50%	50%				0
Community Services - Eastern	5	100%					0
Community Services - North Devon	8	38%	50%		13%		0
Exeter Vaccination Centre	1	100%					0
Exmouth Community Hospital	1		100%				0
Heavitree Hospital	4	50%				50%	1
Mardon Neuro-Rehabilitation Centre	2	100%					0
Nightingale Hospital Exeter	5	20%	80%				0
North Devon District Hospital	87	46%	51%	2%	1%		2
Royal Devon & Exeter Hospital (Wonford)	62	77%	21%			2%	24
Sidmouth Community Hospital	1				100%		2
Sidwell Street Clinic	79		100%				0
Tiverton and District Hospital	1	100%					0
Torrington Hospital	1	100%					0