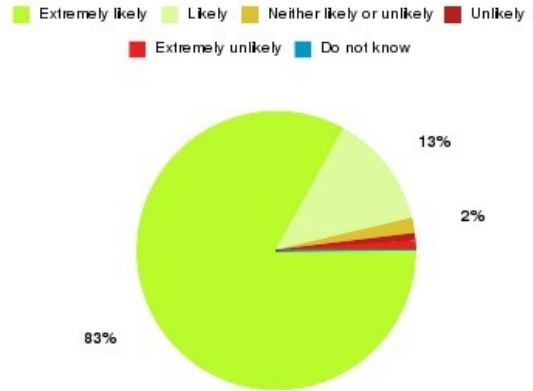


Summarised Report May 2019

Overall CHCP CIC Summary

Number of responses: 1898

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1575 | 82.982% |
| Likely | 251 | 13.224% |
| Neither likely or unlikely | 34 | 1.791% |
| Unlikely | 16 | 0.843% |
| Extremely unlikely | 18 | 0.948% |
| Do not know | 4 | 0.211% |



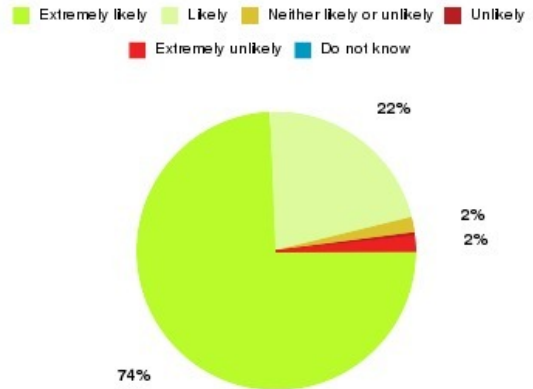
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1826 | 96.207% |
| Would not recommend our service | 34 | 1.791% |
| Neutral or do not know | 38 | 2.002% |



Access Plus Service Summary

Number of responses: 280

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 208 | 74.286% |
| Likely | 61 | 21.786% |
| Neither likely or unlikely | 5 | 1.786% |
| Unlikely | 1 | 0.357% |
| Extremely unlikely | 5 | 1.786% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 269 | 96.071% |
| Would not recommend our service | 6 | 2.143% |
| Neutral or do not know | 5 | 1.786% |



Comments

East Park - great servicew

East Park - Friendly at reception & nurse

East Park - Being able to book appointments outside of working hours is an excellent service. For me it reduces the anxiety of having to take time off work. It is also really convenient to be able to come to my own practice

East Park - Nurse Janet very friendly and professional service. I'll certainly be coming back here

East Park - great service

East Park - Excellent service

East Park - excellent service. GP very friendly, approachable and reassuring. Will use this service again

East Park Practice - good service, shame about my own Gp's

East Park - very good service, great you can get an appointment when you can't see your own GP

East Park - lovely staff not waiting long

East Park - happy friendly staff, more appointments available and less waiting time for appointments when booking in advance 1-2 weeks needs improvement

East Park: very friendly staff

East Park - Friendly staff and good parking

Attentive Doctor, straight referral to dermatology which previous GP and other surgery did not offer! thanks

Didn't have to wait too long. waiting area comfortable, receptionist and Doctor very good.

Able to see a Doctor when needed, no long wait time to be seen, booking in and reception very easy to do

James Alexander floor extremely likely and helpful. Tried to find out what bloods I needed from floor 3 (NHS) who wouldn't give it to them even after my consent. Floor 3 NHS - unlikely

Doctor was very understanding and helpful to the fact I could not get an appointment with my GP due to work commitments and the fact is it book on the day. Very happy with the service provided.

Friendly, welcoming staff. However, most GP practices are overwhelmed with patients, making somewhat difficult to get an appointment

Waiting times need appointment as if were late we lose appointment and that's if your lucky to get one

My visit today was excellent, seen on time and greeted politely and given advice on my visit. Thank you Dr. Koshy

Very friendly

Darren, polite and helpful

I got an appointment to suit my working hours, I was seen by a Doctor who booked another appointment for me, so I didn't have to call and make one as getting through on the phone can be a challenge. Everybody at the practice has been very approachable and helpful, well done!

The way the staff took my presenting complaints seriously and ensured I was referred appropriately. I liked how professional the staff were.

Very helpful and friendly

Working full time and being able to be seen on a night. Friendly staff

Quick, easy service. Friendly and helpful staff

Pleasant. Improvements: water/ drinks.

Really fast service, great and friendly.

Very good service to access. Receptionist very polite

It's gone fine, no complaints here

My visit was a bit late on the night, earlier would be better. The doctors are good when you can see one
Visit was OK. The automated booking service is completely useless. Had to come in and make an appointment, so it was a week before I was seen.

I'm still not sure, I have been coming for 6 months and no better., More experience is needed.

Seen very quickly.

I have now been here twice and had more information that I ever have had about my symptoms. thank you.

Out of hours is a good idea

Not long to wait, easy service to access

Running late but were very good

Prompt and friendly

Late appointments

Out of hours is a great idea

Quicker appointments with a doctor

Seen before time

Doctor was lovely and is investigating my issue which should have been done a while ago

Friendly staff just bit lost with directions

Explain clearly the reason being of my health

Practitioner Michaela, very nice, helpful. understanding, good listener. Great service.

Excellent out-of-hours service, Dr Basheer is great, listens and explains.

Was seen very quickly and pleasant staff

Easily organised over telephone. Received a local appointment

Very good

OK

Can offer receptionist

Quick and easy

My visit was very pleasant, the 24 hour booking line could be improved

Was seen quite quickly

I had more time to explain and felt I was not rushed

On time, quick service

Nothing

Fitting me in on short notice. Nice and friendly staff, not a lot to improve on, a great set up *smiley face*

Clean environment, calm atmosphere, friendly staff and professional service

Was seen too fast

I felt I was really listened too. Very nice Doctor

Everything was alright. I do not think there's anything to change *love heart*

Doctor was brilliant and everything else was good too

Physio helpful

Appointment system, can never get one for two weeks. Phone to busy in a morning for on the day appointments

Visit was very good and I think there is nothing to improve because it is great that you can get appointments at weekends.

Nothing to improve. Great service
Got seen easy and was very good with the children

Worthwhile visit, excellent advice.

Good length of appointment. Listened to my complaints, provided follow up checks

Friendly and very understanding

Good to have out of hours service. The doctor was friendly and listened to my concerns. I was happy with the advice given

Very good to be able to access appointment over the weekend. A drinks machine would be nice, or even water.

East Park - Handy to get an appointment especially as my GP from Bilton is practising here. Good parking and friendly staff

Doctor was very understanding and helpful, thank you

Very friendly staff

Always quick and friendly.

Friendly staff, very welcoming

Seen to on time. Friendly staff and lovely doctors. Calling system for appointments could be improved.

Could get an appointment with notice and outside of working hours. Very convenient and friendly staff. Clean and tidy building.

No queue or waiting, quite, no improvements needed

Bransholme

Bransholme Pleasant and polite service.

Bransholme

Bransholme Good range of options, 20 min wait to be seen on top of appointment time.

Bransholme No waiting time, didn't have to take time off work.

Bransholme Weekend apps as I'm at work all week.

Bransholme Very good will try to move to this practice!

Bransholme Friendly staff and short waiting time.

Bransholme People seen were lovely, seen quickly. Facilities were nice.

Bransholme Very fast and efficient service.

Bransholme Needed extra treatment, got seen within a minute.

Bransholme Very good to get an appointment out of hours.

Bransholme Great service.

Bransholme

Bransholme Was running late by 20 mins despite being quiet.

Bransholme Nothing. Very uncaring, condescending and rude; no help whatsoever. Will be complaining about it to my doctor's. The visit was no real help at all.

No I thought everything was spot on, very pleased with the service. Thanks.

Bransholme

Explained everything.

Bransholme It was quieter and easy to access, less waiting time.

Bransholme Very good service, staff very friendly & helpful.

Bransholme Very good.

Bransholme

Bransholme Not waiting as long to see somebody :)
Bransholme

Good polite staff. Good service.

Bransholme Very friendly reception staff, practitioner went above and beyond to help and gave extremely good advice. Excellent.

Bransholme Actually being able to get an appointment instead of sit and wait.

Bransholme Doctor was very good.

Floor 2 Very good service

Bransholme Getting the appointment was so easy and didn't expect to get one on a Sunday. The appointment was really good and I've got sorted with the problem. Thank you. What a great service.

Bransholme

Bransholme Came early, got seen early. Staff very friendly & helpful.

Bransholme Sunday appointments are good as during the week it is difficult to arrange an appointment.

Bransholme Easy to book appointment. Very good customer service. Lovely doctor.

Bransholme Staff very friendly.

Bransholme

Bransholme Excellent service, I work full time and this would be brilliant staff & doctors have been brilliant.

Bransholme All

Bransholme Was able to see someone on a Sunday which suits well for my work. Doctor was lovely and actually listened, also got sent for blood test and done whilst here. Didn't have to wait. Great idea, well done. Service was excellent.

Bransholme Very fast.

Bransholme

Bransholme I found the visit really helpful and friendly. I definitely walked out feeling better than when I walked in.

Bransholme The service received was very individual based. It was very helpful.

Bransholme Speed of appointments.

Bransholme Was seen very quickly - great service.

Bransholme Great service.

Bransholme

Bransholme Was seen very quick. Friendly staff.

Bransholme Very nice nurse, made a very pleasant experience. Many thanks.

Bransholme I got a lot of attention. Thank you!

Bransholme Very helpful.

Bransholme Nothing could have been better. Dr Futter explained everything so I understand. Friendly, relaxed atmosphere.

Bransholme Very efficient. Thank you.

Bransholme Fast service, friendly doctors & staff; very convenient service and times.

Bransholme Very good, helpful and friendly GP.

Bransholme Excellent service throughout, nothing to improve.

Bransholme Great service

Bransholme

Good service

Bransholme Nothing

Bransholme

Bransholme Very helpful and thorough.

Bransholme Friendly, great service.

Bransholme Very helpful.

Bransholme Very quick and efficient. Very nice nurse.

Bransholme When I eventually saw the dentist the Dr, he was really good. (appointments to be more available).

Bransholme

Bransholme

Bransholme Short waiting time. Friendly staff.

Bransholme

Bransholme Excellent service

Bransholme

Bransholme Prompt service

Bransholme Great service.

Bransholme Polite and efficient staff.

Bransholme Very friendly and helpful.

Bransholme Was seen promptly. Excellent care given. Staff really polite and helpful.

Very professional, nothing to improve.

Very polite and helpful. Times also convenient - out of work hours.

No very good service :)

Bransholme Couldn't get an appt for 3 weeks at my own doctor but needed bloods doing when my symptoms were at their worst. Lovely friendly nurse.

Bransholme Very efficient.

Bransholme Great service.

Bransholme Fast appointment. Quicker than my GP. Quick, efficient. Kristy very friendly.

Hard to get an appointment as all appointments were gone by 8.10 even though I rang from 8 so had to come on a Sunday

Got seen to very quickly

Was impressed with the pleasant staff and all the help they gave

Prompt and efficient

Weekend appointments made it easier and more flexible. Staff are always helpful

Seen quickly

Didn't have to take time off work. didn't have to wait long as usual for an appointment

Been able to see a Doctor for a change. (Sunday) To improve having more doctors on a weekday not just nurses

Dr was very helpful

Quick and efficient

Quick, easy and simple. Friendly staff

Had two appointments and was seen on time and then earlier, for 2nd which was good. Both members of staff were lovely and put me at ease. Couldn't improve anything today, thanks

Really nice staff, very friendly and efficient

Very handy having weekend appointments and was able to make an appointment quickly. Doctor very helpful
Quick service, friendly

I could get an appointment out of work hours

Receptionist really nice and helpful, Doctor good

Very welcoming and nice

The hours available for appointments are great as they fit around work and school

Lovely place. Lovely people, very good service

Not waiting long, full examination. Excellent service

Gentleman who saw me was lovely and friendly, my appointment was right on time

Very helpful, no need to improve

Very quick - no waiting time

Was seen straight away, GP very good listened to what was said

Very informative. Thoroughly satisfied. Thank you. Great to be able to make an appointment out of working hours.

Dr Futter was excellent. Appointment did not feel rushed at all. Answered all my questions. Very helpful and friendly. Reception excellent too.

Very good

Very fast seeing time, thorough check by the Doctor. Very friendly and advice given was excellent.

Great service, easy to get an appointment

Great service, easy to get an appointment

Very helpful, especially as I work a permanent night shift and cannot get in to see my own Dr.

Very good, excellent doctors

Quick, efficient service. Nice Doctor and receptionist. No improvements, 9/10

Really welcoming and a fab relaxing non-hectic atmosphere

Saw GP excellent service

Very good service from the Doctor. Could get an appointment on a Saturday. Doctor very nice.

Friendly service and good advice. No need for change

Great service, friendly and helpful

The physiotherapist I saw was very helpful in explaining exactly what the problem was and I was very satisfied and impressed by his clear explanation

Happy with the service, thank you

Very happy with GP I saw, explained everything very well.

Fast, polite and friendly

Very helpful

I think this is good because when you can not get into doctors in the week you can come here, and they are nice and friendly staff

Very helpful, went to get a chaperone to sort appointment and referring me to help get sorted. Thank you

Friendly staff and good music.

Very timely. The nurse saw me early and was very friendly and reassuring. Friendly staff and happy to help and welcoming. Very clean and family friendly.

Very professional, reassuring and polite staff. Great out of hours service.

Informative doctor, on time, explained the problem so I understand what the problem is and the cure. Very good.

Everything and no improvements

Very friendly and efficient staff

Great service

Offered me flexible times and more experienced staff to cater for my appointment as there was a two week wait at my surgery for someone qualified to do the injection.

Very quick to be seen and very straightforward. Friendly staff

Darren was really thorough and nothing can be improved at the moment. The service is also good for late appointments too.

Service was excellent and would definitely recommend

Building was very nice and clean and friendly

Very prompt, friendly and helpful

He took the time to listen and help

Everyone was very friendly and helpful

I was given plenty of time to discuss my problem. the Doctor was lovely and really listened and recommended treatment.

Michaela the Doctor who saw my dad was very patient, she explained everything. Very thoughtful and caring.

Seen by Michaela. More help than has received previously. Well- satisfied.

Very polite, lovely facial expressions, very smiley, seems like Emma Ransom is a very lovely person who makes me feel at ease and is very helpful

Fab staff, fab GP's and nurses

Great care

The nurse was funny and helpful

Quick and brilliant service

Staff friendly, very pleasant. I wouldn't say improvements are needed

Lovely helpful doctors and quick to be seen

Staff are lovely, really helpful

Very quick service. Helpful and friendly.

Very helpful

Very approachable

Very happy

GP was amazing and loved the service. Definitely worth using if needed!

Dr Koshy was wonderful with my three year old son, very friendly, helpful and professional. He is a credit to the NHS. Thank you

East Park Nurse was very helpful, no waiting

Active Recovery Beds (Bridlington) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Anticoagulation Summary

Number of responses: 24

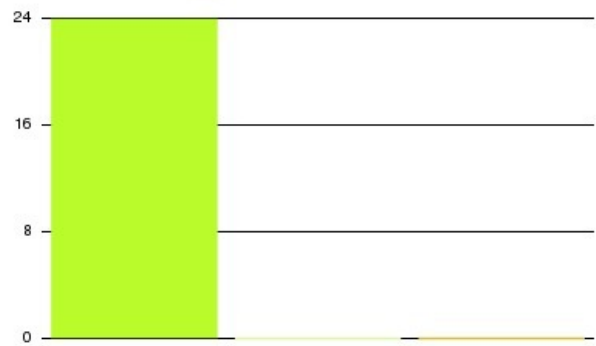
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 21 | 87.500% |
| Likely | 3 | 12.500% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 24 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Nurse Tracy Cundill. Tracy was excellent, went over and beyond her duty for taking a blood test, which needed to be seen by my GP. She then called me at home to explain all of this. Very reassuring and pleasant.

Carolyn Francis Appointment on time, friendly staff.

Carolyn Francis It's very nice; on time all the time.

Carolyn Francis Appointment time kept to.

Carolyn Francis A good service and pleasant nurses.

Carolyn Francis All good. No improvements needed.

Carolyn Francis Staff always nice and helpful also you get in very near your appointment time.

Carolyn Francis Perfect timing never late with appointments keep up the good work.

Carolyn Francis Very good and helpful.

Carolyn Francis Very quick service and have a caring attitude.

Carolyn Francis

Carolyn Francis Very good xxxxx rating.

Carolyn Francis Very good.

Carolyn Francis Excellent service.

Carolyn Francis

Carolyn Francis Well cared for.

Carolyn Francis Good

Carolyn Francis Very good.

Carolyn Francis Always good

Carolyn Francis Very happy with service.

Carolyn Francis Everyone is always very helpful and always explain everything.

Excellent service - Staff all very nice. Brenda helped me be referred to another service. Very kind.

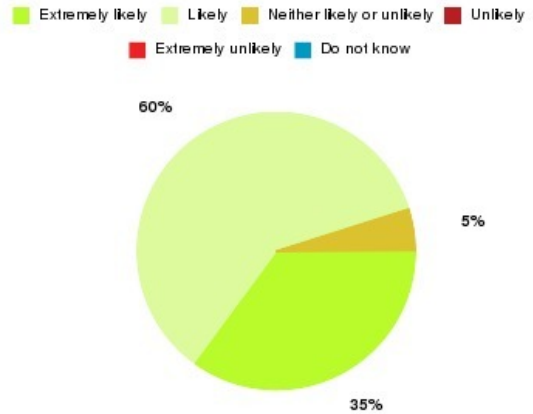
Everything perfect.

Quick, no waiting - clean reception area and friendly staff.

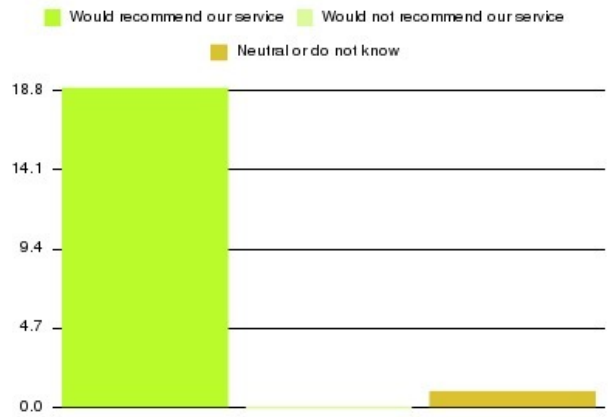
AQP Pain Management - ER & VoY Summary

Number of responses: 20

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 7 | 35.000% |
| Likely | 12 | 60.000% |
| Neither likely or unlikely | 1 | 5.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 19 | 95.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 1 | 5.000% |



Comments

Very relaxed

Good location. Helpful advice.

Really good general information to help make decisions regarding managing my pain

Helps recognise areas in life i can adjust

Relaxation session

Pain Management Programme - Instructors well informed and personable. Improvements - volume of knowledge around pain management already knew most of this

It was really helpful to have the consistency and timing from work. Being able to come after work and the flexibility on location. Being able to have flexibility on my appointments too was helpful for treatment. K2 is a nicer location than Morrill Street.

The physiotherapy (PA) was very useful which lots of exercises to reduce pain as well as increase mobility and stamina. I would have found the initial exercises more useful when I was less mobile and in more pain. Really useful though. Thank you.

Pain Management Programme - Bridlington It has made me look at my pain in a different light. It has also helped me to assess everything I do and made me think about how to do tasks.

Never having been to anything like this before. It surprised me knowing that people can develop in this way. I hope that the treatment I can have will ease my awful pain.

Liked it all. Very beneficial

Info good

Pain Management Group - Bridlington Not what I expected. I cannot be specific but the odd bits of information were good. A lot seemed obvious

Pain Management programme - Bridlington Very informative and enlightening lots of positive ideas.

Pain Management group - Bridlington Very good, feel improvements.

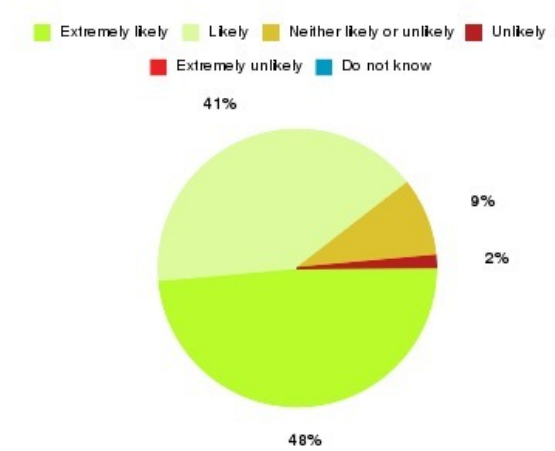
Pain Management Group Bridlington - friendly, approachable staff, good useful information. Nice location, small group, good parking

Very helpful in a lot of ways.

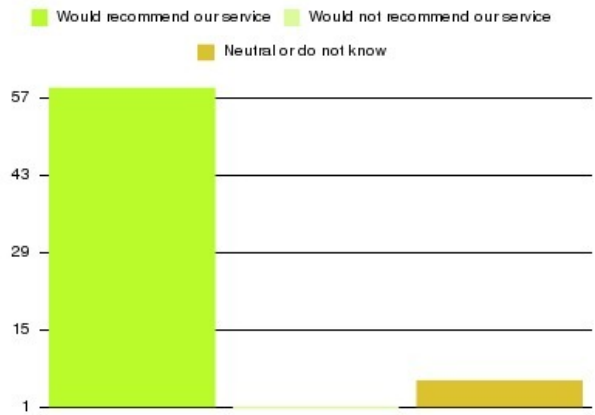
AQP Pain Management - Hull Summary

Number of responses: 66

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 32 | 48.485% |
| Likely | 27 | 40.909% |
| Neither likely or unlikely | 6 | 9.091% |
| Unlikely | 1 | 1.515% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 59 | 89.394% |
| Would not recommend our service | 1 | 1.515% |
| Neutral or do not know | 6 | 9.091% |



Comments

Friendly and professional appointment. Very thorough assessment, good parking facilities, clean and comfortable building and welcoming staff.

Very good, informs us what to eat and that exercise is good for you.

Really useful information for everybody with a range of physical and/or mental problems

Really feel much better. Appreciated the advice. Explaining the benefits of the short exercises.

Learned about healthy eating and light exercises which physio dont explain. Could talk more about food problems as I have coeliac disease

No improvement needed. Helpful and caring staff 10/10

Pain Management programme - I don't feel it can be improved, it helped me to understand my pain and what can be helped. Thank you

Pain Management programme - I received the relevant info from all the sessions.

Pain Management Programme - Very friendly and informative

Pain Management programme - Nothing really good about the course

Pain Management programme - I feel there should be a little bit more for the elderly as unable to get out or walk far

Pain Management Programme - I felt the group sessions should have been at the beginning of the course. this would have been far more beneficial to me personally. I may then have been able to tolerate exercise better as would have done mindful afterwards

Pain Management programme

Pain Management Programme - Your not alone, People listened and there is more help out there for you

Pain Management Programme - Very interesting

Pain Management programme

Pain Management programme - I found the pain tool kit very useful, also session 2 and 3 were the most useful

Pain Management programme - I found everything very useful

Pain Management programme - Relaxation very good

Pain Management Programme - Interesting learned a lot from the group. Enjoyed the sleep relaxation

Pain Management Programme - Relaxation session was very good

Pain Management Programme - I enjoyed the three sessions, informative, helpful and well run

Pain Management programme - I will be trying the sleeping methods

Pain Management Programme - The relaxation session was the best

Pain Management programme - The relaxation session was good

Pain Management Programme - They explain the three stages of Pain Management properly

Pain Management Programme - Understanding the pain cycle and how to manage it

Pain Management Programme - Very friendly group and staff very welcoming. Phones are an issue

Pain Management programme - The main thing is that it has made me feel better

Pain Management programme - Opened my mind to other ways to try and help myself Thank you

Pain Management programme - I found it very helpful

Pain Management Programme - Everything was good and very helpful

Pain Management Programme - It was good and helpful - improve ourselves thanks for all your help

Pain Management programme - I think the service was very helpful

Pain Management programme - So far the level of content a little 'common sense' probably no magic wand so understandable. Staff

very friendly and approachable

Pain Management Programme - Everything was good especially the meditation it was very relaxing.

Pain Management Programme - The last session was really good

Pain Management Programme - Pacing and Flexible goals

Pain Management Programme - Thornton

Pain Management Programme - Helpful to manage pain and got lots of knowledge

Pain management programme - Relaxation and listening to someone talk to you was very helpful.

Pain Management Programme - Knowledge, relaxation and how to manage pain was very good

Pain Management programme - Meditation was very helpful. Lot's of info given and staff very friendly and helpful and understanding.

Pain Management Programme - The mediation info was great

Pain Management Programme - Well structured and informative groups

Pain Management Programme - This session helped me to improve my daily routine and my last treatment session was absolutely fantastic. Your colleague made me 100% relaxed by her voice and music.

I am surprised you run a pain management course but only have 2 disabled car spaces

Elliott Chappell My pain was explained to me at length and I am going to attend some important appointment to help me manage my pain better.

New Green I saw nurse Mel Cartlidge. She was very patient with me despite the fact my toddler was causing mayhem (supervised by grandma). I'm looking forward to feeling human again.

The service is good if you have not visited similar things like this in the past. I have done these in the past so didn't benefit really from the knowledge of the courses but enjoyed the relaxation/sleep one.

ok - don't like groups though

I learned a lot and the teachers are very good

Relaxation helped but still having difficulty with pain.

Really useful advise and techniques provided by the team.

3rd visit was quite relaxing. Almost fell asleep. Thank you.

Deep relaxation was very good, genuinely felt relaxed. Good tips of pain cycle.

Really enjoyed the relaxation. The physical and diet one was enjoyable and a real eye opener to some of the things that were mentioned.

Informative

Friendly approachable staff. Good overall exercises. No pressure if you're unable to do all the workout. Overall, a good service to have. Thanks James for a good service.

It is good for people who have a specific area of pain eg back leg neck but cannot cater for more complex issues eg MS. The pace of moving from one exercise straight to the next was too much for me sometimes. I tried to adapt things when I could or rested when it was too much but someone else might not feel confident to do this.

I've enjoyed the sessions, although I have found them hard going and have been very tired as a result and in more pain. I think everyone should give them a go.

It helped with some of the pain I am having. I think if I keep it up, it will benefit me.

Found the pilates classes very helpful. The gradual exercise was easier to do and location is good.

dont think anything could be improved as the care given was always explained and given in a kind and caring manner. Any questions asked/answered were explained by Nikki. Many thanks for the care and outcome.

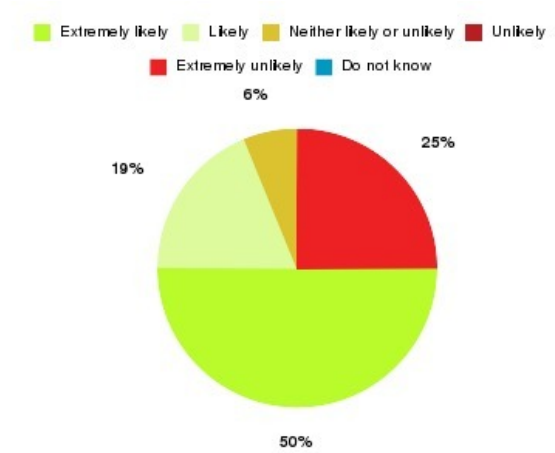
Leanne was very informative and explained the services available to me in a clear and understandable way. She made me feel relaxed and positive about my future and how to manage my pain levels. She was very polite and friendly too. I really liked her.

very friendly nurse - lots of useful information (leanne, assessment)

Beverley UTC Summary

Number of responses: 16

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 8 | 50.000% |
| Likely | 3 | 18.750% |
| Neither likely or unlikely | 1 | 6.250% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 4 | 25.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 11 | 68.750% |
| Would not recommend our service | 4 | 25.000% |
| Neutral or do not know | 1 | 6.250% |



Comments

Helpful, friendly and knowledgeable staff. Not too long waiting time and follow up appointment given for HRI fracture clinic.

All good, thank you.

Peter on reception - professional, perceptive and helpful. Dr Al-Saad - compassionate, thorough and professional.

Friendly staff. Waiting time not too long this time. Tracy saw me quickly, gave me some pain relief, quickly arranged an X-ray and then discussed the results of the X-ray really well. She explained how to look after my injury and how long it would take to get better. She was professional but friendly and even quite funny Thanks. to everyone. Everyone deserves a medal.

Happy with the service lovely asisment.

I have waited over 2 hours and think I need stitches and think I may be bleeding internally people who have only waled in are getting seen before me and all they have is a nose bleed, where I have a burst abscess, and am in pain, felling dizzy and faint also have pins & needles in both arms.

Incredibly helpful & friendly - professional service, fantastic.

Lovely staff extremely nice assistance very clean will be coming back here.

Despite the two hour wait, I have absolutely no complaints about the staff or my care. I know, as a former member of the NHS, that staff do their absolute best in the face of challenging circumstances. The problems are created by the profit-drive privatisation of healthcare, which needs to be back in public ownership.

My friend was extremely anxious - we came here as a last resort - she had extreme mental health issues. Waiting 4 hours to be seen was just the last straw - shocking!!

First class all round! Especially the nurse.

We visited on Good Friday & it was a disappointment that there was nowhere onsite to get any food or refreshment.

No vending machine, tele too loud, decor boring, no magazines.

Fast & friendly, keep up the good work. Thank you.

Nothing was good, no vending machine, long delays, no drinks machine, absolutely appalling.

Lovely service.

Bladder and Bowel (East Riding) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

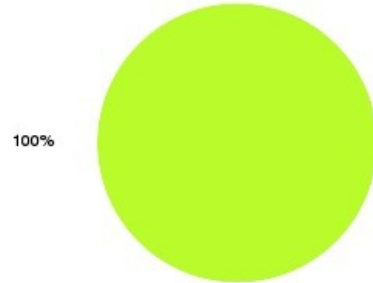
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Bladder and Bowel (Hull) Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



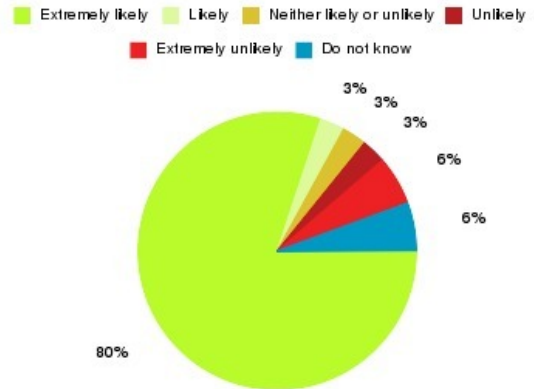
Comments

I was seen when I was booked in for the appointment i.e. 10.00am. The nurse who checked me over was friendly, informative on all what she was doing, which helped me and in the end Krista gave me the all clear couldn't have been better. I am looking forward to getting the pads which she ordered for me.

Bridlington UTC Summary

Number of responses: 35

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 28 | 80.000% |
| Likely | 1 | 2.857% |
| Neither likely or unlikely | 1 | 2.857% |
| Unlikely | 1 | 2.857% |
| Extremely unlikely | 2 | 5.714% |
| Do not know | 2 | 5.714% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 29 | 82.857% |
| Would not recommend our service | 3 | 8.571% |
| Neutral or do not know | 3 | 8.571% |



Comments

No improvement, extremely pleasant and helpful!

Excellent service, nurses, reception and quickness. Thank you!

Excellent visit this morning. Everything explained, very thorough. Thank God for the NHS

We saw NP who was so lovely and caring, professional. She had a lovely way with my 4 year old daughter. Made her feel happy and unnervous - lovely practitioner went above and beyond.

Very organised and kind, comforting and friendly

The NP was very helpful, kind and caring for my 81 year old Mum.

NP was brilliant, very efficient.

First class service. Prompt, good communication and good explanation of my problem. NP and HCA were very very good and efficient.

Nurse kind, friendly and brilliant. Thank you.

Brilliant

Brilliant with my daughter. Highly recommended.

We came in with our 7 year old son who had cut his head open. The nurse was so good with him and explained every little thing to him as he was so stressed. The receptionist was also so good with us.

Amazing service, all the staff are really friendly and helpful! 10/10

Marvellous, first class service, nurses lovely.

No parking spaces. Very prompt and excellent service, cheerful and friendly staff

All staff we encountered have been great, polite and helpful. However the waiting time was awful - though we understand busy.

Service was fantastic

Very rude receptionist, abrupt, she didn't like the fact I don't like the GP that's on. I've a cardiac child that needs urgent care and I had no options/alternatives given so I had no choice

Just wonderful, could not have been treated better in any other way. Staff NP is excellent and makes you feel at ease.

Straight in to see nurse, no waiting time. Nurse was very friendly and knowledgeable.

Very helpful staff. I was seen very quickly

Prompt to be seen, friendly and helpful

Very good, kind. Long waiting time.

Quick, helpful and informative

Helpful, friendly staff

Seen quickly - all staff very polite - NP brilliant. Referred quickly.

NP - quick and effective, endearing, very polite and helpful - thank you

Very good service will come again

I have no suggestions for this, however I would say thank you for the courteous reception and the thorough supportive diagnosis

I am not amused with the wait time for my 7 year old that has chest pains yet people turn up and wait 20 mins before being called. Waited over 2 hours

Well I never knew that a child with chest pains would not be deemed an emergency but others are able to walk in and be seen within 20 mins - what a joke making a child wait 2 hours

Excellent service from NP and HCA

Waiting time could be improved

Very good

I was seen extremely quick by a nurse who was super friendly and hopefully I will be better very soon! Thank you!

Cardiac Rehab (East Riding) Summary

Number of responses: 28

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 26 | 92.857% |
| Likely | 2 | 7.143% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 28 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Very friendly and clear information. Very useful.

Very useful and informative

Goole HC Angela was very helpful and patient. She spent time allowing me to ask questions and talk about all aspects of having had heart bypass surgery. I have no suggestions how the service could be improved.

Very informative and relaxed discussion. Nurse was excellent, pleasant and helpful.

Bridlington LC Excellent programme and cannot think of any improvement necessary.

Bridlington LC

Bridlington LC Elaine and Angela were a brilliant team explained everything and gave you confidence to come to terms with your condition.

ERCH It was very informative, therefore I now know what to expect from the physiotherapy. Thank you.

The clear, concise instructions. Reassurance about the test. Felt totally at ease.

ERCH The tutor was extremely professional and knowledgeable. In addition her support workers were proactive and caring. The event was made enjoyable and relaxing and I was made to feel at ease with the exercise program having been nervous at the start.

Beverly LC It is a wonderful programme. Very professional. Attention to detail is great and to have been told about medicines, diet and how the team functions is extremely reassuring. Brilliant.

Communicated all aspects well - educative, informative and encouraging. Very pleasant manner. gave choices and reasons for cardiac rehabilitation. No improvement necessary.

Goole HC The options were explained to me by Angela in a clear and positive discussion. I am grateful for the opportunity to deal with outstanding questions following operation last year.

Goole HC An in-depth conversation with a very approachable specialist nurse proved to be exactly what I have been needing since my operation 10 months ago. My questions were answered in a kind and compassionate way.

Goole HC The nurse was very friendly, patient and knowledgeable. She gave me all the time I needed to ask questions and to understand her responses. I could not suggest anything that could have improved my experience of this service.

Beverley LC Friendly, approachable staff. Being able to discuss aspects and getting clarification. Educational part at end very informative. Good workout any pressure to do more than capable of and tailored to you.

Beverley LC The course is the ideal 1st step after surgery before embarking on more strenuous exercise.

Beverley LC

Beverley LC Very enjoyable.

Beverley LC Okay

Beverley LC Fabulous

Very informative.

Friendly and thorough, very professional.

The staff were friendly and explained everything thoroughly and professionally.

Cardiac Rehab (Hull) Summary

Number of responses: 29

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 28 | 96.552% |
| Likely | 1 | 3.448% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 29 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

found the clinic useful looking forward to exercise class

Reassures you nothing to improve

i liked the appointment as it covered my questions which were all answered and were reassuring

I dont think anything needs changing

the nurse explained everything very well. i feel much happier now

It was very helpful and lots of good information and hands on work so you know what to do.

Very pleasant, very helpful. Boosted moral. Listened to what I had to say, didn't rush me before I was ready.

I thought the therapists were very kind and very patient. Thanks to Louise, Tracy and Diane I feel confident in getting back into my wheelchair. They were also extremely understanding.

Thank you so much. Would be so nice and beneficial to have more.

Tracy Norman was a breath of fresh air, Tracy got me outside walking, she was a good mentor. I will miss her visits.

Really pleased with new frame.

Excellent service. Emma was very helpful and helped me to understand how I can help myself.

Nurse talk - EC Answered all of my questions regarding my condition.

Nurse talk - EC The information was fully explained, without use of technical jargon.

Nurse talk - Elliott Chappell Very informative and answered most of my questions in a friendly manner.

Elliott Chappell The clarity of the presentation and the knowledge of the presenter.

Wilberforce HC Excellent. Very happy with service.

ICC - Jean Bishop Well supported and good fun.

I had lots of reassurance and care, this exercise has given me the confidence to keep going. The physio team always there every step of the way. The team here is really good and I know I could not do anything without them so I will keep going. Thank you for the support.

no need to improve anything, very good talk

Veryhelpful information

everything excellent

All Good

It gives you reassurance on different concerns, and makes you more aware of things you can do to help yourself maintain a healthy lifestyle eg Diet, Exercise, Alcohol intake

Good understanding of what help I can receive if required,

very good and clear talk

A very relaxing and informative meeting. We felt very welcome and learnt a lot. Also lots of information booklets/leaflets available.

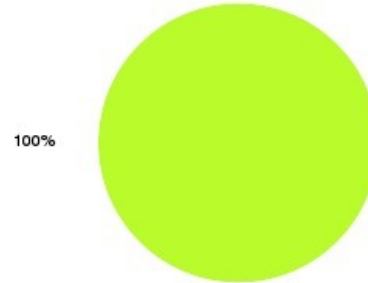
Everything was great and in my opinion nothing could not be improved upon. Wonderful staff and service. Thank you.

Care Co-ordination Hub (247111) Summary

Number of responses: 2

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 2 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Carrie was extremely professional and kind with a Let's Talk patient this evening. Carris calmed the caller down he had a knife to his throat and gained trust from Carris. She spoke to him for 2 hr 20 mins until emergency service arrived.

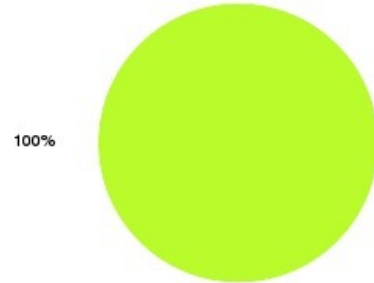
Patient rang for Podiatry, ended up being a mental health related call so transferred to the Let's Talk Team.

Carers' Information and Support Service Summary

Number of responses: 15

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 15 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 15 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Lyndsey was very helpful and explained everything well. Lovely young lady put me at ease immediately

I have recommended the service to others, I have told them how much Lindsey has helped me.

Top service! Big thank you to Lindsey for listening to me and helping me through a tough time.

Good advice. Listened to.

Excellent service - very much appreciated.

Brilliant, great advice, help makes you feel very at ease and more positive about the future.

Amy was very thorough, had knowledge of various services which will be very useful for me. She has a very friendly and pleasant manner.

Amy Perfect

Morrill St Very helpful and gave me a lot of information about other activities that will be helpful.

It was lovely to chat with you yesterday - I feel that I can move forward with xxx as his condition deteriorates. Thank s for the information - I hope that I will be able to get xxx to join some groups.

I welcome you. I want to thank you very much for our last meeting. I am grateful for kindness and a lot of patience. This is very important to me.

Got help and advice.

Got a lot of information. Very informal meeting which helped. Excellent service. Alice was exceptionally good.

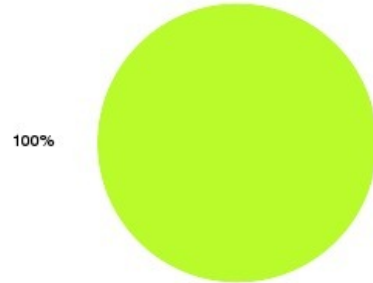
Explained everything very well. Polite and made me feel welcome.

Community Children's Nursing Services Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

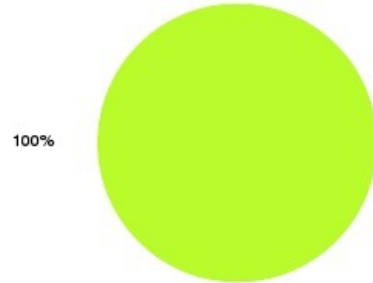
The two ladies who took my 16 month old daughters bloods, Amanda Pulford & Kimberley Drewery, were absolutely fantastic. They made my partner and I feel at ease as we were very nervous, they talked us through the procedure and gave my daughter so much attention. They also took their time to reassure Mila, they told her about the 'Elsa' spray, and spoke to her in such a calm and reassuring way when she was very upset. After the procedure, they gave her two stickers and us time to calm her down. They also explained how long it'll take for the results to come back, which I found very helpful. Thank you.

Community Heart Failure Nursing Service Summary

Number of responses: 13

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 13 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 13 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Mrs Carrick Pleasant, thorough, knowledgeable and concerned.

Brilliant service- Tracy has been very helpful and supportive. Would recommend to anyone.

Tracy (the heart failure nurse) is always very professional and thorough and is willing to answer any questions you have concerning your health.

Over the past year I've been seeing Tracy the heart nurse. She has been very kind, caring and supportive, could not have had any better care.

Always happy with the reassuring visits. Tracy is very easy to talk to and listens to us. She is very understanding.

Excellent service and very helpful and friendly.

Christine explains everything to us, and takes good care of us. She is always there when we need her.

Everything was excellent and my interest was all they were interested in. On time and good.

Everything has been very good and supportive, very good treatment and service. Feel very happy over my treatment overall.

All very good.

We are very grateful for the service we have been having, very kind, explained a great deal and helped us to understand things more clearly and the family are really grateful, and to understand our language is good.

Christine has been visiting me for a few months now twice a week and has also telephoned to check on me. I have always found her extremely efficient and thoughtful and kind.

Community Link Worker - Wigan Summary

Number of responses: 32

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 29 | 90.625% |
| Likely | 3 | 9.375% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 32 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

You have been very helpful and also informative about services around here. Thank you for coming to see me today. I don't think there needs to be any improvements in what you do, it has been nice to deal with you.

"great, you have explained it, excellent"

"commitment to put a plan in place, supportive, the support you have given me to get to the bottom of things and be organised"

This appointment has really benefited me and I have gained a lot of knowledge i never had

It has been really good to just talk and for you to listen and give me lots of advice. I don't think there are any improvements needed.

"getting things straight away when I have been referred to places before its taken ages, good knowledge of things". "no improvements"

The appointment has been really good and has helped me to think about different strategies I can use to help with my anxiety. It was really good to be able to just talk and be listened to.

"yes I would recommend the service because I do know a few people in a bad way and don't know what care they get. You are the first person who has given the options of what is out there, a lot of people keep it narrow - but you have told us about the wider options which is what people need and should know about. Its good to know these options. You have covered everything so what more can we ask for, when you are also prepared to come out and give information. You have covered everything - thank you".

I enjoyed meeting you today and all the information you gave me

You have been helpful to me around my mobility problem and it is very good to know that I can contact if I need further advice. Thank you for all your help Mick.

"Talking to somebody"

"good to speak to someone because I don't get time, no improvements"

your a superstar thank you

you have been absolutely wonderful, thank you indeed.

thank you very much for your phone call and support

"you have told us a lot of info which we didn't know" very good in general, like I said to you its amazing that all these services exist which we never knew of"

"you have referred me to things that I needed to be referred to, it was well explained, really helpful service and longer than GP appointment which is good! you smashed it!"

I would definitely recommend the community link worker service, this has been a really positive experience!

Things seem to be moving forwards now, thank you for your help

thank you, I have saved your number. You got me an appointment at the citizens advice very quick.

"You have been very helpful, there isn't anything you can do better to be honest, you have listened to me, you have been in contact, you have been there and not let me down - I have been let down so many times but you haven't done that. Maybe once I look into addressing anxieties, I will get back in touch to look at more groups and things".

You have always been so helpful whenever I have come to see you, and you, and I can tell that you are really listening to what I am telling you about. Thank you for that. You do not need to change or improve anything that you do, your service is very good.

"You have actually give me more confidence from coming out of hospital and you have actually helped, I wouldn't of known the right direction to go in, thank you".

I found it helpful it was nice to talk to someone.

You have been very helpful today and you have put my mind at ease by contacting the council regarding my problem. Thank You. You don't really need to make any improvements to what you have done for me today.

Thank you very much Karen have been a big help to us and now we know where to come if we need anything else. Thanks again

I didn't know what to expect from this appointment but I am pleased I came. I have found out lots of very useful information and really enjoyed the appointment. I felt I was listened to and not rushed I would highly recommend community link workers.

"well obviously you have put me in the right direction for some of the services I get, going the gym, cleaning etc. When you are sitting there and you can move because of pain you cant do any house work, it depresses you. You have provided me with information on

what's out there, because when you retire you don't get a list of what is out there and what's available".

Thank you for all your help, thank you very much!

" Yes you are here to listen and we can talk to you and its not going to cost you anything".

"I didn't know it even exists, its been very helpful. You have explained everything very well to me, we have found out stuff we didn't know. - very very helpful".

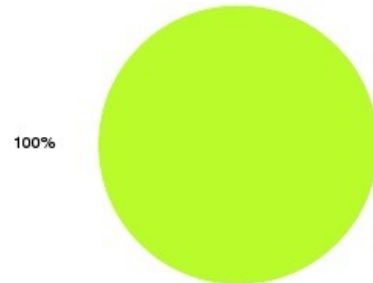
I really enjoyed going to that group and I will be going again

Community Nursing (ER) Summary

Number of responses: 2

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 2 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Hornsea The nurses were excellent but the company needs re-looking into. How many nurses, they have working in this district on a weekend!

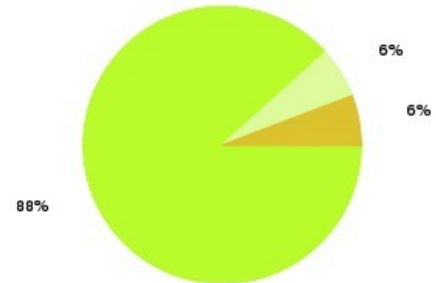
Holderness House Dan very kind and gentle. Empathises with the residents.

Community Nursing (Hull) Summary

Number of responses: 17

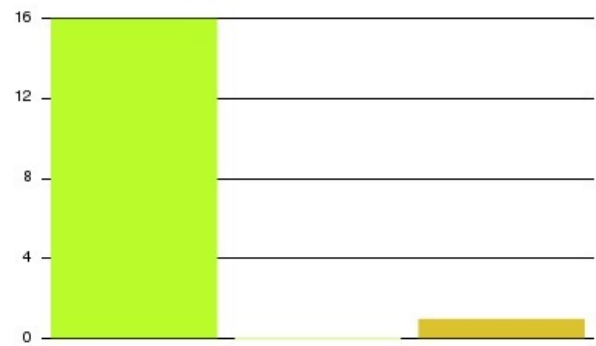
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 15 | 88.235% |
| Likely | 1 | 5.882% |
| Neither likely or unlikely | 1 | 5.882% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 16 | 94.118% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 1 | 5.882% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Relative has said very helpful and she felt a lot better after speaking to admin. Our explanations to her queries were excellent.

East I am very happy and content with the service I receive, they are very polite and pleasant.

Nothing could be improved these people who call to see and help us are very very good indeed.

EHDN It was all good!

It's very good.

Complex case manager Nurse reliable, turns up as planned. I have faith in her advice.

East - Longhill Lovely ladies, always make me comfortable and guide me through treatment. Thank you!

Health & Social Care Team Every visit by the Health and Social care team is always a pleasure. The staff are professional, pleasant and make the days seem shorter because of their visits.

East Hull Excellent care from the nursing staff, they were very helpful and supportive with everything. They gave us more confidence with our situation. Very lovely staff.

Friendly nurses, caring. It would be helpful to know if nurses were coming in the morning or afternoon.

Debbie Mornin - Longhill The lady above is my mum's nurse, mum is terminally ill. Debbie goes above and beyond in her work, she's the most honest person we could have to look after our mum. She answers everything we wish to know. Just want you to know that Debbie is exceptional in her work and we thank her from the heart.

East - home visit Absolutely brilliant service.

East (home visit) I like the support I receive from the nurses with my breathing condition and feel reassured with their visits. Thank you.

East Locality Admin - Leah Leah is always bright, cheerful and accommodating. Nothing is ever too much trouble. Thank you Leah we appreciate your support.

Polite and professional. Loves them!

Everything is excellent.

The receptionist (Emma) was lovely and very professional - a fantastic source of information. Very helpful!

Community Rehab - Physiotherapy & Occupational Therapy (ER) Summary

Number of responses: 25

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 23 | 92.000% |
| Likely | 2 | 8.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 25 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

I have been receiving Physio from Zoe who was really helpful with her help and advice. She has definitely made my recovery easier and quicker. She arranged for me to have a handrail put in my bathroom which enables me to be able to bathe safely. Zoe is very friendly and helpful. I will miss her warm and friendly smile.

We thought the young lady who came with the walking aid, was very helpful. She made sure we understand how to use it. I don't think any improvement was needed. We were very happy with the service.

My visit here was warm, comfortable and professional. I am now back on the mend thanks to a kind and professional physio Michelle. Thank you.

Georgina was extremely professional and helpful - I had every faith in her advice

Encouraged me to carry out my exercises, which I would not have done without the encouragement. I am now feeling the benefit and have much more range of movement and can walk easily without crutches and up and down stairs. brilliant.

Driffield The visit was good but it was quite a while after Mrs Owen had been discharged from hospital - which was maybe the hospital's fault. Very good to get equipment i.e. bed stick, commode and wheelchair which only took a few days.

Hessle Excellent services from the OTs and physios. Equipment came promptly and I found it so useful and the physios were very encouraging and gave me confidence to walk independently. I cannot fault these services. Thank you.

Holderness - home visit Kept an eye on me for quite a few weeks at home. Very helpful. Explained about hip operation which was more information than I got from the hospital. Very recommended.

Hessle to Goole I was pleased with the visits and found them very helpful, they have helped me with my breathing and exercise. I cannot think of any improvement to be done. I thank you very much for your help.

Hessle The home visit. I had good advice and care. Hoping to be able to function without my walking aid. Thank you.

South Cave The treatment was tailored specifically to Parkinson's symptoms and regular visits definitely encouraged doing the exercises. The only improvement would be to make it easier and quicker to get access to treatment. Overall, extremely pleased with the help we have received, thank you.

Karen - home visit I found them helpful, useful tips on how to do things. Listened to what I had to say and then we could build on good practice without rushing things. Very good.

Home It was in my home. Very encouraging about my progress, am better than last visit. Will continue with the exercises. I can contact them if needed in the future.

Hedon The therapist was most helpful, showing useful exercises, fully explained the use and operation of the walker.

Was impressed with the ladies including Emma, who were extremely caring and professional.

ERCH - Beverley

OT - Withernsea Extremely helpful and all questions answered. Covered all our needs.

Beverley Brilliant service, physio really helped. I cannot find any fault with the treatment.

Beverley

Old Goole I felt relaxed and I could talk about my feelings of loneliness; my fault as I don't like to bother my daughter when she is at work.

South Holderness The caring attitude and helpfulness, nothing was too much trouble. I am really grateful for the help I received.

Withernsea I have had home visits from the physiotherapist, really lovely girl; kind, caring, helpful and very, very thoughtful. I have now been discharge and will miss her visits.

Withernsea Everything has gone well.

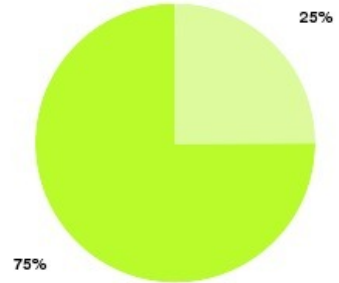
Withernsea Good session, physio lady made me feel at ease and was very kind.

Community Rehab - Physiotherapy & Occupational Therapy (Hull) Summary

Number of responses: 12

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 9 | 75.000% |
| Likely | 3 | 25.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 12 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Nigel My wife thought it was very good and informative and very helpful in her recovery.

The visitor is a very good lady, she helps me a lot and looking after me kindly. Here services are top one. I hope all visitors will be like her and hope to find more like her in London.

Amazing helpful people 1.5 yr wait but really good service.

Excellent and thoroughly done.

More structure and planning could be needed. Good personality and trustworthy.

Nicola has done everything she can do to improve the function in my right hand. Without her I wouldn't have been able to use my hand at all. I'm mega happy with how far I've come. I have gone back to work 2 days a week.

Staff helpful and kind (Nigel).

Diane Very helpful and put me at ease, understanding and patient.

Katie & Bal, just superb! Nothing too much trouble. Real pleasure to have them visit.

So kind and helpful. They go out of their way to help.

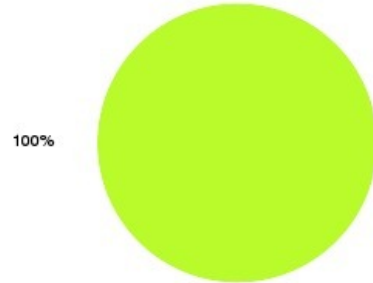
Very happy with physio, Nigel has been really helpful and caring. He had helped me to be a lot more mobile and independent.

Community Stroke Team (East Riding) Summary

Number of responses: 5

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 5 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 5 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Elloughton - Tracy Webb Provided reassurance about the healing and recovery process, and a chance to get advice/help if needed. Tracy was extremely empathetic and supportive throughout. Wonderful.

Very positive comments made me feel better, Sarah is friendly and knowledgeable; helped me with local GP problem. Enjoyed her visit.

Tracy Webb Visit from Tracy was excellent. I will miss Tracy calling, she is welcome any time. Would recommend to anyone.

Tracy Webb Nothing to improve, our time and help from Tracy was fabulous and she was very helpful and caring; lovely lady.

Goole Tracy was very friendly, and was a great help in arranging for someone to come out and see us, to see if we were entitled to any benefits we shall miss her visits now that my husband is making good progress.

Community Stroke Team (Hull) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Community Ward (ERCH) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

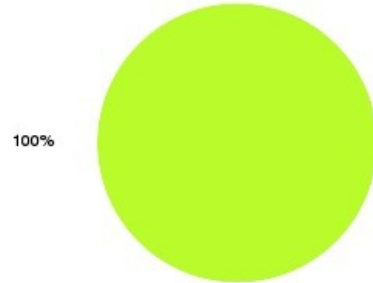
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Community Wound Healing Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Kerry was excellent Took exceptional care

Complex Wound Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Deep Vein Thrombosis Summary

Number of responses: 20

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 19 | 95.000% |
| Likely | 1 | 5.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 20 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Adam Prompt, courteous and explanatory.

Adam Little waiting time.

Adam Very good reception and attentive to details.

Everything was excellent. All staff seen. Could not fault anything.

Adam The service was excellent, waiting time minimal and appointment time adhered to very well. Staff polite, friendly and helpful. Venue a bit on the functional side!

Adam Courteous staff. Quick and efficient.

Excellent care from Natalie and Helen, few explanations given NB premises need decorating.

Very helpful and friendly staff. Thank you.

Adam Very good service and friendly staff.

Helen Brilliant nurse, very helpful; explained everything.

Adam was extremely helpful and thorough and took the time to explain about my condition and the best way to deal with it. Very helpful and efficient and friendly.

Helen The care was excellent. Couldn't complain, very polite but the building is in a bit of disrepair and in good need of cleaning and decorating.

First class treatment with friendly staff. The state of the building needs urgent attention.

Adam Seen quickly and problem sorted promptly.

Adam Prompt service. All people I met friendly & knowledgeable.

Adam Seen quickly. Adam lovely, putting me at ease. Great service. Thank you!

Adam My service has been great - knowledgeable, skillful and professional. Thanks!

Satisfied with my treatment here had to wait longer than expected for my turn, but otherwise happy with the service

DVT - Adam Adam was very polite, he explained everything that he did with the reasons why. It was an emergency appointment and we were seen promptly and efficiently. Thank you.

DVT and ultrasound - Marvellous. Very professional and informative. Building looks a bit dilapidated in decoration. Shame, when the staff are so good and efficient.

Dental - Beverley PDS Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

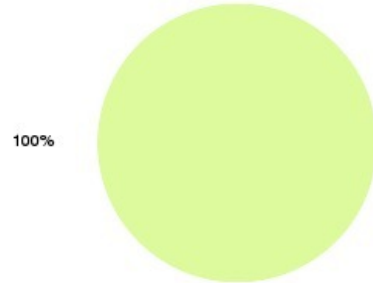
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Dental - Bridlington CDS Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 1 | 100.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

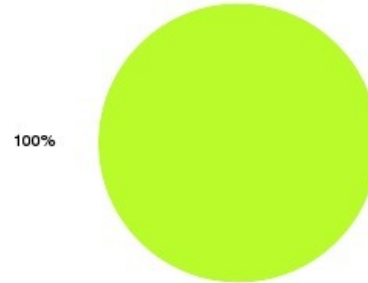
As a nervous patient the calm, friendly, positive approach was amazing and i did not feel rushed. I certainly feel able to come again without to much fear- Thank you to all the staff

Dental - Driffield PDS Summary

Number of responses: 2

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 2 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Fabulous service, wonderful staff! Would highly recommend; in short "The best dentist ever!".
very considerate and kind

Dental - Goole CDS Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Dental - Goole PDS Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

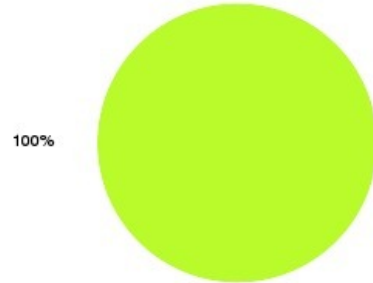
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Dental - Highlands CDS Summary

Number of responses: 9

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 9 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 9 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Everyone was very friendly and helpful.

It was all good.

The reception was lovely and friendly.

Lucy was amazing.

she was rily knde and hellpful and it didn't hut this tim

excellent start - clearly explained process extremely happy :)

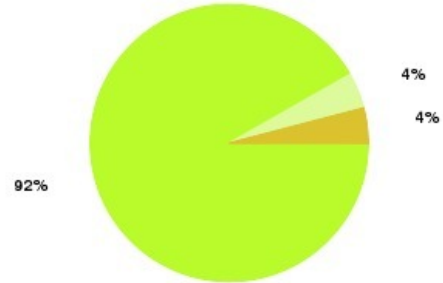
the dental nurses was extremely patient with my 7 year old son who has anxiety at the dentist. They answered all his questions and made the experience less stressful for him. Thank you :)

Dental - Jameson Street PDS Summary

Number of responses: 24

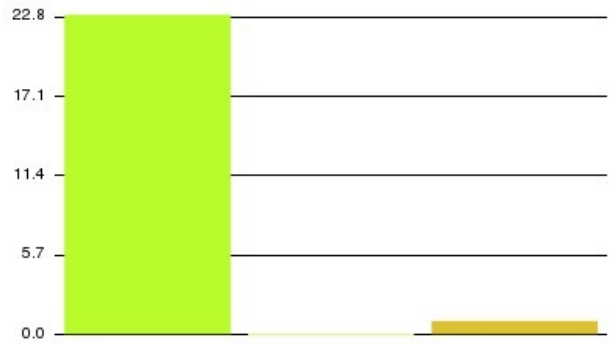
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 22 | 91.667% |
| Likely | 1 | 4.167% |
| Neither likely or unlikely | 1 | 4.167% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 23 | 95.833% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 1 | 4.167% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Nice assistant (Shay). Dentist doesn't explain (IK) not make me feel at ease or comfortable; often shew is late and blunt.

friendly staff all explained before procedure reduce waiting time

very positive confidence from receptionist to name to the dentist approachable answered all questions

very supportive and helpful very patient

excellent staff

they were very nice to me

really nice nurse and dentist was good

the dentist was good

they was very kind to me they helped me calm down I was very nervous

quick painless and everything was explained as going through procedure

Shankar and Jaki excellent best dentist ever

the staff are great always very friendly and very helpful with any questions the waiting rooms for months have problems with the heating its like a sonar in them and worse in hot weather needs fixing

explained procedure well friendly staff

Shankar and Jaki both dentist and nurse very reassuring I was so nervous but they were very good

Shankar and Jaki

Shankar and Jaki they were very kind and awesome thanks

Shankar and Jaki pleasant staff explained all my treatment after came well

Shankar and jaki all was good except the radio station player in waiting room

very kind and gentle with treatment asking the dentist and staff is no trouble for them makes visits less stressful thank you

great practice shame no Saturdays

during my visit makes me feel like I am at ease with family Varity could kind staff

Dental - Morrill Street CDS Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

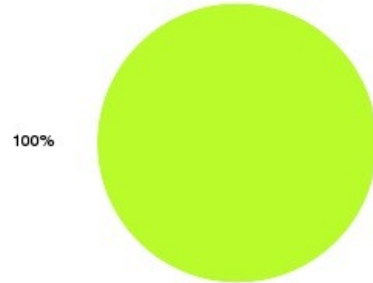
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Dental - Orchard Park CDS Summary

Number of responses: 9

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 9 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 9 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

They are very helpful

Treatment done brilliantly, staff very reassuring and friendly.

All the staff are lovely and very helpful, and keep my son calm when other dentists couldn't. The dentist is always kind even on my sons bad days.

Great treatment, made to feel very relaxed and at ease, would recommend to anyone who requires dental work.

Rose and Paul Brilliant, made me feel real relaxed. Really recommend.

Very, very good! Emily and Gill.

Everyone was helpful and extremely friendly, professional and kind. We had all the help and advice we needed to make our visit run smoothly.

Fantastic with my daughter, lots of patience.

Excellent service, could not have asked for a more thorough and professional consultation by Rose and Paul. Jacky was extremely helpful and pleasant.

Dental - Pocklington PDS Summary

Number of responses: 60

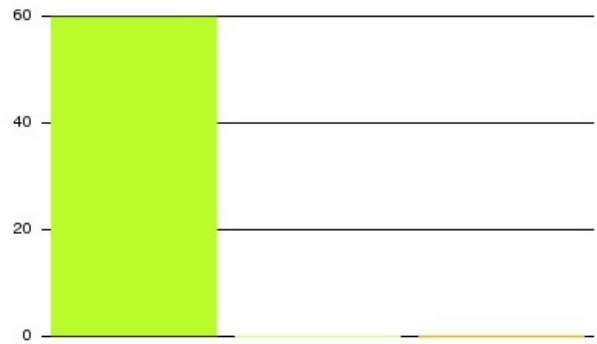
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 50 | 83.333% |
| Likely | 10 | 16.667% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 60 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Always welcoming and pleasant staff. Efficient treatment.

Denist (Liam) has a mean sense of humour!! All staff very friendly and fun! Excellent treatment!

On time.

The normal friendly, courteous and efficient service! Thank you.

Everything good. No problems. Can't say that anything could be improved.

First time for me, found everyone very nice. Can not see anything that needs to be improved at the moment.

Everyone so friendly, gentle and kind.

Really felt looked after and got good feedback. Thank you.

I love these guys, it is always a laugh.

Everything was pain free and excellent service.

Joanna is fantastic with all thee of us. My children love coming to see her and she is great with them.

Very efficient.

Very pleasant staff, efficient and prompt appointment. Dental treatment made as pleasant as possible. Dentist informative.

Nothing needs to be improved really. Always friendly, efficient service with a very caring attitude. Thank you.

Joanna & Nicky Always friendly and jolly, make us feel relaxed.

Joanna & Nicky My tooth is finally fixed.

Uwe & Poppie Good service and friendly staff, but appointment was late.

Uwe & Poppie Friendly staff. Good dentists - reassuring.

Uwe & Poppie

Joanna & Nicky

Joanna & Nicky Made children very at ease.

Joanna & Nicky Very kind to my son Jacob, also very informative. Thank you.

Uwe & Poppie

Uwe & Poppie Good service.

Joanna & Nicky All staff are friendly and make you feel at ease.

Joanna & Nicky Kind help from receptionists and dental nurse. Dentist explained everything.

Joanna & Nicky

Joanna & Louise Joanna always puts me at ease and asks me if I am okay. All the staff are friendly and welcoming.

Jo, Sorelle & Poppie Reception - a welcome smile and kind words - helpful staff. Treatment - kind, gentle, smile from both nurse and hygienist. Informed as to what was required and how the treatment would be conducted. Always calm and smiling. Like of lot of patients, not always a fun experience but brilliant. Great treatment. Thank you.

Liam & Nicky Helpful about tooth hygiene, friendly service. Only down-side was the wait for an appointment.

Joanna & Nicky Excellent service throughout the visit from reception to dentist. Thank you.

Joanna, Sorelle, Louise and Nicky So good I'm coming back.

Uwe & Poppie Great, friendly staff.

Uwe and Poppie Excellent. Early and painless.

Joanna & Nicky Very friendly, kept me informed along the way and gave useful advice & suggestions.

Pocklington - Sorelle & Louise Very happy with the practice and very welcoming and I wouldn't need to state any improvements.

Uwe and Poppie Patient and asking if ok regularly.

Wonderful receptionist. Joanna worked very hard to get me an appointment and succeeded. She is wonderful and a credit to the practice.

Joanna & Poppie Lovely staff.

Liam and Nicky Friendliness. Quickness. Made me feel welcomed and cared for.

Joanna and Poppie Efficient, kind, polite and helpful.

Joanna, Poppie, Jo, Sarah A Excellent receptionists. Great personal service. Patient with clients - esp children. Thank you x

Joanna and Poppie Love Joanna and the girls. Always friendly and a great service from Joanna! First class x

Painless

Great staff.

Always friendly and professional.

Always considerate and patient.

Very friendly staff.

Joanna & Nicky All good. Thank you.

Very friendly, extremely funny receptionist made my day complete. Poppy and Sorelle are brill. Joanne is ace.

Nothing

Dental - Withernsea PDS Summary

Number of responses: 2

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 2 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

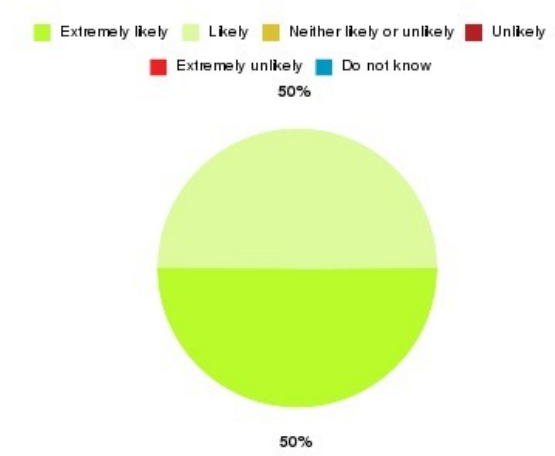
Painless. 3 huge teeth out. Didn't feel a thing.

Friendly staff, clean surroundings.

Diabetes Podiatry Summary

Number of responses: 4

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 50.000% |
| Likely | 2 | 50.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 4 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |



Comments

Yes, very good! Thank you.

Staff are always helpful.

It was clearly explained and gave me an opportunity to ask advice on any queries I had.

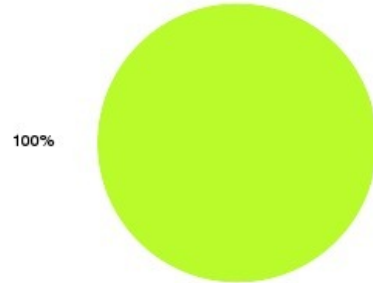
Brocklehurst - Hull The level of treatment was superb, second to none. Such a dedicated team. Interested in giving a good level of treatment and care. All were very helpful with good advice and Zoe always had a smile and went beyond what was necessary to be helpful and give good care.

Diabetes Service (East Riding) Summary

Number of responses: 10

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 10 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 10 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Friendly, helpful and valuable information. Poor parking.

LWD Course - Bridlington Found it very good and informative.

Bridlington I have heard how to avoid diabetes as came with a friend who has diabetes.

Driffield - LWD Well presented with lots of useful ideas and knowledge by Keren Miller 'Living with Diabetes' presenter.

Driffield - LWD General lifestyle.

Driffield Learnt to watch my carbs and to keep track on my exercises.

Driffield LC - LWD An excellent trainer, I understand now about living with diabetes. The venue was good but the room was cold.

LWD To know more about diabetes. Good lifestyle. Good educator.

Driffield Linda was most helpful and encouraging and has given me confidence my diabetes. Thank you.

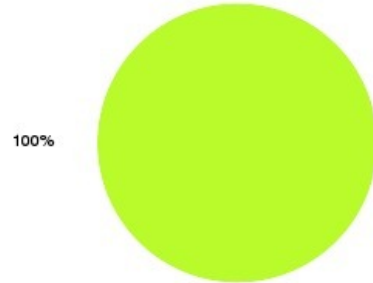
Withernsea Super efficient.

Eating Disorders Summary

Number of responses: 3

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 3 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

Extremely likely Likely Neither likely or unlikely Unlikely
Extremely unlikely Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 3 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Would recommend our service Would not recommend our service
Neutral or do not know



Comments

Debbie is amazing. I have been in and out of eating disorder services for years and no one has ever shown me care and compassion like she has.

Felt welcomed and in good care.

Binge eating I was very happy going in there, there were really nice to me the minute I went in, to coming out. Felt relaxed all the time, Catherine made me feel so comfortable at all times and explaining to me the forms as she went along and if I didn't understand it she broke it down for me to understand. Couldn't fault at all, no need to improve anything.

EMPOWER Summary

Number of responses: 4

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 4 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

Extremely likely Likely Neither likely or unlikely Unlikely
Extremely unlikely Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 4 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Would recommend our service Would not recommend our service
Neutral or do not know



Comments

I have met good friendly, Kelly and Nicole are very friendly. I think more positive about situations and life in general. I have received a lot of good advice. If I had something negative it would be regarding parking (not for me but for others).

I have enjoyed all this course. It has been so helpful for me to be able to action plan my activities and make my life more manageable. I have decided to train to deliver this program as a result.

Sharing problems/small group/positive tutors with helpful ideas/skills to help you cope with your personal health issues.

Learned how to be positive and take things more slowly.

Enhanced Pathway Summary

Number of responses: 0

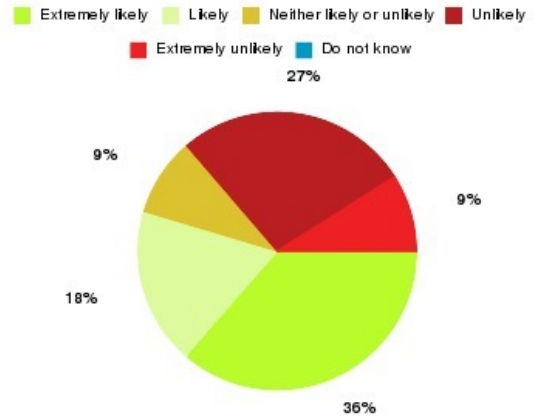
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

ER Podiatry Summary

Number of responses: 11

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 4 | 36.364% |
| Likely | 2 | 18.182% |
| Neither likely or unlikely | 1 | 9.091% |
| Unlikely | 3 | 27.273% |
| Extremely unlikely | 1 | 9.091% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 6 | 54.545% |
| Would not recommend our service | 4 | 36.364% |
| Neutral or do not know | 1 | 9.091% |



Comments

The podiatrist was good and helpful in resolving an issue with appointment. The appointment system is unreliable. I went to Alfred Bean, the system thought I should be at Hessle, all after you have cancelled my previous appointment at preferred Manor Rd, Beverley.

Driffield (Nicola/Ann) I am a 72 year old man, still very active & fit my feet. I consider they are the weakest part of me. This appointment for me was very important - it fulfilled what I needed & excellently delivered by your staff.

Very good my feet feel a lot better now. Thanks.

Very improved with the service.

I went to reception on arrival, waited 20 mins. Before I returned to reception, after not being seen. Apparently the receptionist failed to book me in. Seemed more interested in talking rather than doing their job.

Withernsea - I find it very quiet, would be better with some music or TV.

Withernsea Car parking horrendous.

Withernsea In future if someone is late they should be made to make a new appointment. I had to wait over 1 hr due to first person being nearly 2 hrs late. It's not fair.

Caroline

Withernsea Clinic late by nearly 2 hrs appointment was 8.20 am no one answered so I left at 10 am.

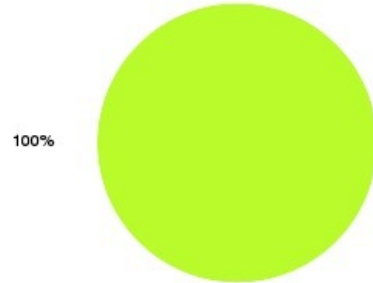
Withernsea Came for my appointment, was sat waiting over an hour, he was over 2 hrs late for his first appointment which made everybody else late so not very happy about it.

Falls Team (East Riding) Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

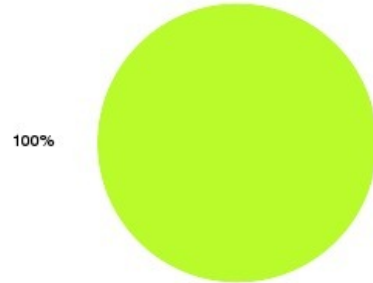
Falls team really helpful, would recommend the Falls team to anyone.

Falls Team (Hull) Summary

Number of responses: 4

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 4 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 4 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

The Falls Team are really fantastic, so caring and helpful in everyway. Could not do without all of them, we can really talk to Dorrie. Love to you all.

Annette & Pat (home visit) Very helpful and reassuring.

Elly Excellent support and very good comments and help regarding exercising.

Always pleasant, always on time. Well on the road to recovery since Lucy's visit. Exercises have helped.

Flu Immunisation (ERY) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

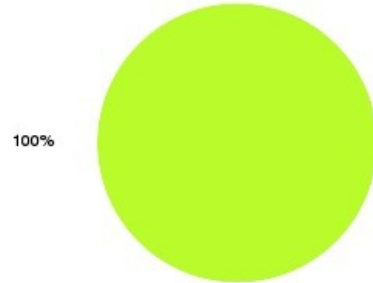
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Frailty Team Summary

Number of responses: 5

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 5 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 5 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Rebecca checked out Keith's obs, she was very kind and professional, checked for signs of infection due to him being confused, but it was fine.

Rebecca has been able to ensure referral to SALT for a resident instead of ringing GP again.

Concerns raised about anxious resident, Rebecca had a chat with resident and will make onward referrals as needed.

The nurse, Becky checked my knee and spoke to me kindly. I was pleased with the visit.

1) Very helpful and caring team - all consultants very expulsive 2) Everything designed to put you at ease 3) Very well designed facilities 4) Cafeteria very good and food choice excellent Lovely relaxed experience for all aspects of the centre.

Gastroenterology Service Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Goole UTC Summary

Number of responses: 0

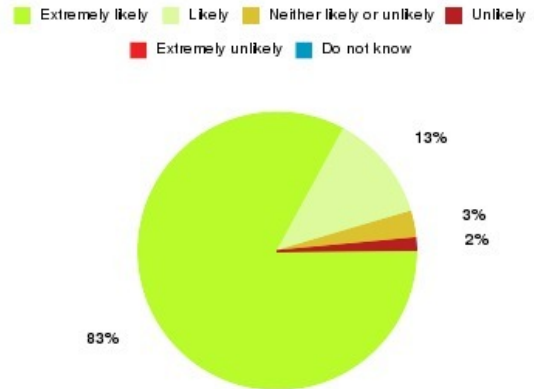
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

GP - East Park Surgery Summary

Number of responses: 64

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 53 | 82.813% |
| Likely | 8 | 12.500% |
| Neither likely or unlikely | 2 | 3.125% |
| Unlikely | 1 | 1.563% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 61 | 95.313% |
| Would not recommend our service | 1 | 1.563% |
| Neutral or do not know | 2 | 3.125% |



Comments

Reception staff friendly and professional, as always highly satisfied with my visit to Dr Borisade

Reception staff always helpful and friendly. Thank you all and well done

I want to mention Jo the receptionist as a lovely, helpful member of your team. I had a message left on my phone to call back as an appointment had to be changed. Jo was very pleasant and accommodating and actually managed to get me an appointment which was better for me

I have found Billie and the reception staff very helpful and pleasant, a breath of fresh air compared to my previous doctors staff!!

Charlie on reception was very helpful, always smiling & happy

Saw Tony today, very professional, pleasant and helpful

I cannot thank the reception staff enough, thank you all

Nurse Tony is always professional

Saw Nurse Tony, he got all my problems sorted

Reception staff really helpful, sorted out my prescription

Friendly & made me feel at ease. What a shame he is leaving

Early morning appointment and I got to the doctors without my bike lock. Receptionist was very helpful and let me bring my bike inside, very helpful

Dr Humble was really fantastic, walked away satisfied with our appointment for the first time in a lone time

Dr Humble was very thorough and very caring and understanding. He understood and listened to all the problems

Saw doctor very quickly

I am a regular to East Park as I have to see Tony for my asthma appointments. he is always professional, efficient and a pleasure to see. He always makes my visits a pleasure and not a chore

Quick & efficient

Fabulous Service

Appointments on time. Good friendly service. Can't think of any improvements

Seen promptly

Nice friendly staff. Caring, considerate & helpful. Highly recommended

Happy with the service when at the practice. Appointment times could be quicker. Like the text service

All good

If you can get an appointment all is ok but you just can't get a GP appointment so frustrating

No problems at all, everything fine

Lovely friendly staff making me feel very comfortable

Colleen is absolutely brilliant, the most caring I've ever met. Big thank you Colleen, an angel :-)

lovely staff, no improvements needed

You just sign yourself in, I find that easy. So far there is nothing to improve I'm happy with the doctor I see

always a pleasure to come here

Lovely lady great advice, thank you

Friendly staff, would like it to be easier to get an appointment but understand it's busy

No improvements that I can see. The consultation was informal, constructive and very professional

Receptionist was very helpful. Have yet to see doctor but have always been looked after

staff are great just booking system very poor, getting an appointment is a nightmare

great service

Good

Got an appointment straight away, wait time could be improved

takes too long to get an appointment

Friendly, helpful

Ladies on reception are always smiling and helpful. Nurses and GP great

Always satisfied when here, all staff are helpful

saw Janet, very caring and thorough

Janet made me feel very reassured, glad I came

Friendly & helpful staff. Wait time could be improved

Girls on reception are lovely, always do what they can to help

Very informative, friendly & prompt

Nurse Tony, very good with my son when giving injections

Attended for medication review, excellent advice given

Very professional, can't fault anything. 5 Stars

Service and hospitality of the nurse was excellent

Very helpful and kind, also very good service

super professional, highly friendly, polite & efficient

efficient, friendly and painless

Nurse was very friendly helped me relax

prompt & efficient

Friendly, knowledgeable & easy to speak to

Was made to feel very comfortable and at ease. Very nice experience

Was made to feel very comfortable and at ease, very nice experience

Helpful GP and reception staff, each time explained everything and made you feel at ease. Thank you to Dr Borisade, reception staff and healthcare assistants

What can I say apart from superstar! Thank you Nurse Tony you really are a great nurse. Always happy and welcoming, nothing is too much trouble

Excellent Asthma Nurse, helpful & explains well. Has helped me improve (goes the extra mile)

Great service, Nurse Tony was very happy chappy, great to see a smiling face

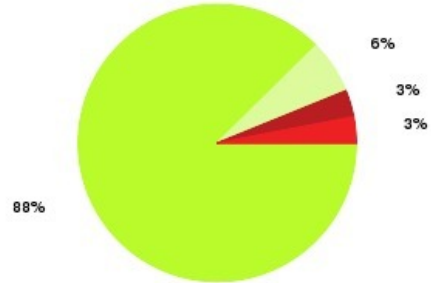
Quick & Easy

GP - Story Street Walk In Summary

Number of responses: 32

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 28 | 87.500% |
| Likely | 2 | 6.250% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 1 | 3.125% |
| Extremely unlikely | 1 | 3.125% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 30 | 93.750% |
| Would not recommend our service | 2 | 6.250% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Eddi attended me and my daughter very well, respectfully, professionally and caring.

How polite and helpful the doctor was, finally after 3 months of being back and forth elsewhere, we finally get answers from one visit here. Amazing doctor.

Better service than my surgery.

I was told I cannot be helped and then accused of "walking out" - what am I expected to do?

It's good to know our children can always get seen every day of the week.

Always very pleasant staff and caring.

It's central, easy to access and although wait can be long it's better than my GP.

20/10

Dr Shaun was so amazing. He was very kind and put me at ease apart from I could smell cigarettes!

Excellent service

Excellent service. Thank you so much.

Excellent! Thank you.

Quick, efficient, good clean environment. Friendly staff.

Excellent. Very satisfied. Thank you.

A lot of information given and helpful advice. Seen Julie.

Very helpful and professional staff. GP was kind and understanding. Very good service.

Dr Hima was very thorough and found something other doctors missed, a few hours later I'd have collapsed. Thank you x

Clean, pleasant waiting area. Wait time not too long but would be good to have a visual display of approx wait would be good. Staff all pleasant.

Excellent service. Kind staff. Thank you.

Very impressed. Janet very good. Thank you.

Waiting was not very long. Everyone I spoke to was very helpful and nice. The doctors Julie and Oscar put me at ease straight away. A very good service and very recommendable.

Dr Ghalton Spoken and felt patronised - felt uncomfortable about a lump to begin with and didn't put me at ease at all.

I saw Super Doctor, as always, couldn't have been more helpful, the receptionist EDDY is a true gentleman, you get first class treatment here, second to none. Respect you all.

Very knowledgeable, helpful staff. I'm very impressed with the service. Thank you.

Very knowledgeable, helpful staff. I'm very impressed with the service. Thank you.

Julie was fantastic with my 4 year old, talked to him making him laugh and feel comfortable. Explained everything really well and wrote it down so we could remember anything - really quick to get in.

Dr Madlom What a professional and friendly Scottish doctor/think it was a Scottish accent.

Excellent service seen in good time, not registered here but seen anyway, did not have to book appointment. Julie very caring and professional would definitely recommend to others.

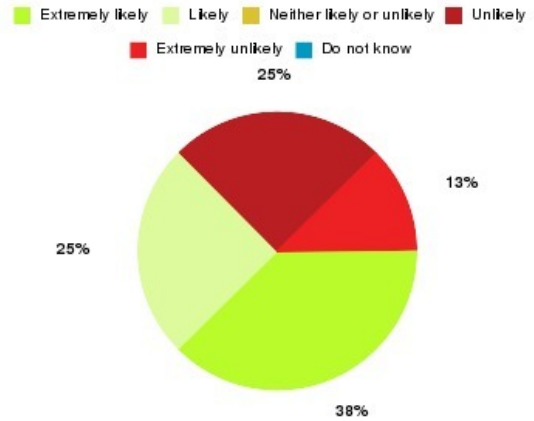
Very good service to me and my wife.

We saw Julie for a chesty cough for my 5 year old son, she was very friendly, thorough and answered questions I have and gave great advice. Brilliant doctor.

GP – Kingston Practice Summary

Number of responses: 8

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 3 | 37.500% |
| Likely | 2 | 25.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 2 | 25.000% |
| Extremely unlikely | 1 | 12.500% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 5 | 62.500% |
| Would not recommend our service | 3 | 37.500% |
| Neutral or do not know | 0 | 0.000% |



Comments

My problem finish

Nurse

Service used: Nurse Helpful pleasant and reassuring

Staff were very friendly and happy to help. Services were very professional.

Doctor's running later. waiting too long!

Dr Khan always listens.

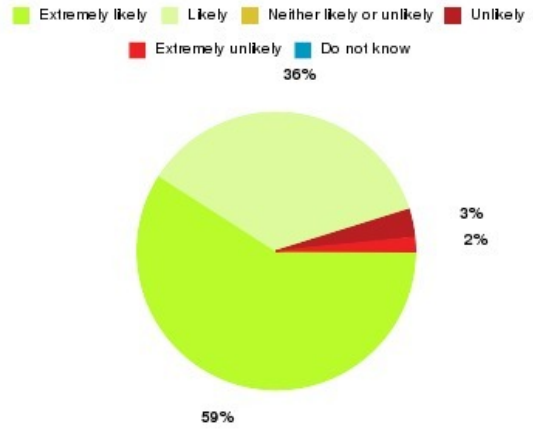
I have been trying to get an appointment for a week but I haven't been able to.

Spoke with Stacie at the desk and said thank you to Natalie for being so good and helpful with chasing up letter from Spire.

GP – Riverside Practice Summary

Number of responses: 61

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 36 | 59.016% |
| Likely | 22 | 36.066% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 2 | 3.279% |
| Extremely unlikely | 1 | 1.639% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 58 | 95.082% |
| Would not recommend our service | 3 | 4.918% |
| Neutral or do not know | 0 | 0.000% |



Comments

great visit polite and reassuring staff

very good

proactive staff, clean and tidy environment polite and responsive staff handy surgery to home friendly medical support

very nice

this surgery is good and helpful, I consider anybody to join the surgery

blood test

doctor

doctor/nurse my husband and I do not have to wait long for doctor, nurse or prescriptions which are on repeat, they are always at the chemist ready to pick up

very clean and quiet, comfortable reception area with welcoming receptionists NP very welcoming, polite, thorough and caring gave lots of time to investigate my condition. Very pleasing and reassuring visit

Nurse

Got booked in to see the nurse practitioner right after talking to receptionist. Didn't think this was possible, was very impressed

Reception always helpful and polite

Doctor was very helpful and gave good advice

Appears to be a very busy practice, it is very difficult to attain a "same day" appointment. I did manage to get an appointment on the 5th day of trying

Brilliant service

Receptionist was very kind and polite. Nurse was superb & patient and answered all of my questions. Very polite and made me feel better

Daily opening of the clinic, Riverside and others. Appointment with GP within a few days (three at most)

Polite staff make you feel welcome, very helpful and friendly nurse and doctors

the staff are very polite. nothing to improve at the moment

it was extremely good and I could improve it by saying all the medication I have taken really helps our family

nurse very nice, helpful and polite thank you

very good service, seeing my favourite doctor always kind and nice thank full

only waited 5 minutes after appointment time very caring & informative treatment wont be nervous if anymore treatment is needed

very kind and helpful made me feel better

thanks for helping

I was happy with the service from start to finish friendly staff pharmacist helpful and informative

I was happy with the service from start to finish friendly staff, pharmacist helpful and informative

got tablets and foot dressed again very happy

great doctors visit, very informative what could be improved? don't like going to the quays

great team always happy to help

explained everything clearly very polite very satisfied

helpful nothing could be improved

I always like to see Jill she is polite and very professional

my visit for my annual diabetic review was done very thoroughly and covered all aspects of the condition and was explained after various blood tests and other tests

very rude staff when you ring, needs improving

happy with doctor

Jill was great as usual

fast appointment

went through all problems satisfactory, further test appointment made visit good

I saw Jill, Diane and Julie today for my asthma and COPD review. They were very helpful, efficient and friendly, receptionists excellent also

could not fault the service or staff

reception really good and doctors

great nurse clean rooms

the nurse gives me great advice, which I don't always listen to, she is helpful and always has time for me

good lady Jill name

very happy nurse practitioner and kind

it's good that there are female doctors. But don't like it closes early

very clean and highly skilled nurse

extremely helpful

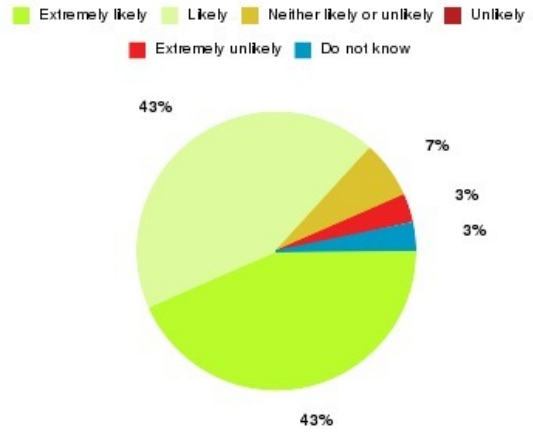
nurse was very happy to help us and gave us good advice

doctor was thorough and very approachable friendly receptionists are always happy to help

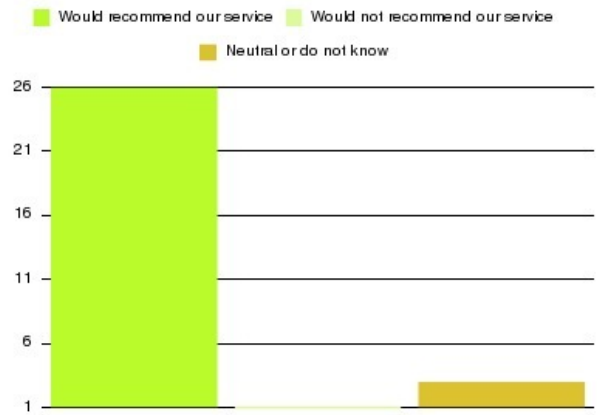
GP – The Quays Summary

Number of responses: 30

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 13 | 43.333% |
| Likely | 13 | 43.333% |
| Neither likely or unlikely | 2 | 6.667% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 1 | 3.333% |
| Do not know | 1 | 3.333% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 26 | 86.667% |
| Would not recommend our service | 1 | 3.333% |
| Neutral or do not know | 3 | 10.000% |



Comments

Receptionist very polite and helpful, much more pleasant experience as I've now had a very polite reminder that not all receptionists are rude.

Dr Kasivel is 110% the best doctor ever.

Fast, efficient service.

Always east to get an appointment. Very satisfied.

The receptionists are very helpful and Dr Kasivel is the best GP

I would not be registered anywhere else. This surgery helped me so much

Appointment system & telephone system needs looking at but other then that is a great surgery

Really wonderful surgery

I love this surgery but hate the telephone system

Really helpful receptionists, Dr Kasivel & Dr Korishetti are wonderful but the telephone system is rubbish, please get rid of

Nursing team are great, doctors and receptionist are great but telephone system is not good

The surgery would be fantastic but the telephone system lets is down

Doctor Kasivel is the best GP in Hull The telephone system is rubbish

Friendly service but the telephone system is not good. Please change

I love this surgery but I really don't like the telephone system

Friendly staff Efficient Service Great Surgery

I came at 3 o'clock today to be greeted by an army of support staff leaving the surgery for training I had checked online and you are showing as open a member of staff did stop to tell me that the surgery was closed but whenmi asked if I can just collect my prescription I was told no not what is the prescription does it affect your health if you don't have your prescription ...nothing they all seemed too excited about there pending training session. I will be taking this to the CQCand my MP I assume today's train I g was in desperately needed customer service all though we are not customers we are patients not cattle I'm so upset please respond

The doctor great but the actual trying to get an appointment is ridiculous. Basically, had to line up at 8 am to get an appointment at 10.30, then wait around.

Do not like telephone system.

Telephone system needs improving.

Doctors, nurses, receptionist are all fab. Love this doctors.

Receptionist are so friendly and helpful. Doctors and nurses are the best. Don't like the telephone system.

I love the surgery. All get treated like friends.

I came for an appointment with my daughter. A man was been loud & threatening in waiting room. Security came up but I was frightened. I saw a needle in his bag... you should not have to see this at the doctors with your kids

Rang for appointment, cannot get through. Go to Wilberforce Centre & still cannot see a doctor . This surgery is not good at all, need to change the way it works. Been with this surgery for 18 years and all that time I have been fobbed off all the time

Really like this service but telephone system needs changing

Really good service

Telephone & appointment system to change please

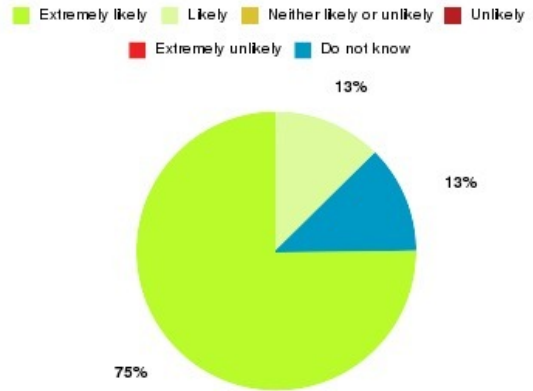
This practice is really welcoming but the telephone system needs changing

excellent service

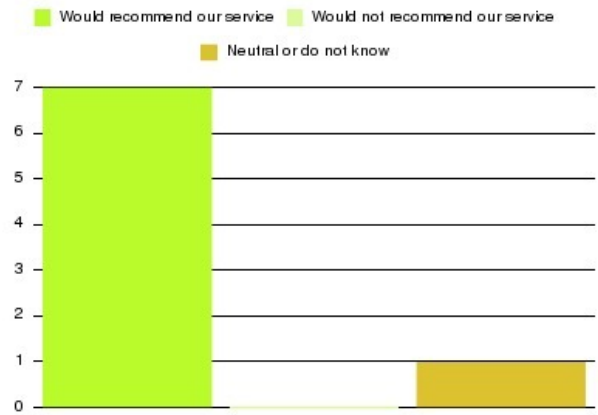
GP – Wolds View Primary Care Centre Summary

Number of responses: 8

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 6 | 75.000% |
| Likely | 1 | 12.500% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 1 | 12.500% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 7 | 87.500% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 1 | 12.500% |



Comments

Very efficient

Very good on the whole

Front of house staff very helpful

Very good, visitor on holiday

All jolly

Excellent service, very helpful staff, nothing to improve

Very good service

Exceptional service - this is always a model for NHS - fully integrated services with amazing team. Thank you

Health & Development Worker Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

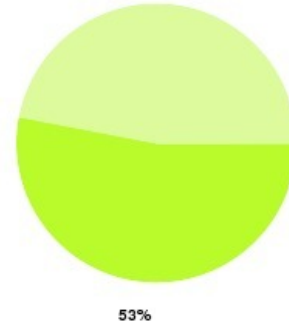
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Health Promotion/Love Bus Summary

Number of responses: 17

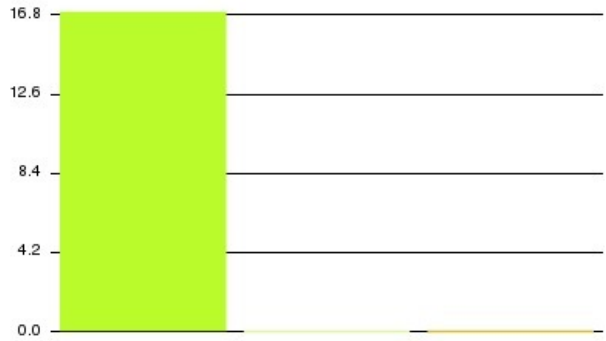
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 9 | 52.941% |
| Likely | 8 | 47.059% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 17 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

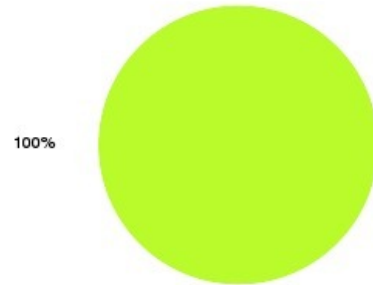
| |
|---|
| Bishop Burton Very good service, that they come to us, so we don't have to go there. Good work. |
| Bishop Burton Good friendly staff. |
| Bishop Burton Very friendly. |
| Bishop Burton It was great! |
| Bishop Burton It is great, keep up the good work. |
| Bishop Burton Helpful and welcoming. |
| Bishop Burton Helpful and friendly. |
| Bishop Burton Convenient |
| Bishop Burton Friendly and helpful. |
| Bishop Burton Welcoming and friendly staff. Support a 1-1 student privately and sensitivity. |
| Bishop Burton Good service. Always available. |
| Bishop Burton Informative and friendly. |
| Bishop Burton Good to understand what safe sex is. |
| Bishop Burton Good understanding and advice. Come more days to the college. |
| Bishop Burton Everything was good! |
| Bishop Burton Nothing to improve! |
| Bishop Burton Good coming into college. Safer. |

Health Visiting Summary

Number of responses: 3

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 3 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

Extremely likely Likely Neither likely or unlikely Unlikely
Extremely unlikely Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 3 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Would recommend our service Would not recommend our service
Neutral or do not know



Comments

Really friendly and helpful, and no questions felt like a silly question. Time has never felt like an issue and never felt rushed, which means a lot when asking for advice. I've seen great results from the advice given so really happy with the service provided by Lindsey Eddom!

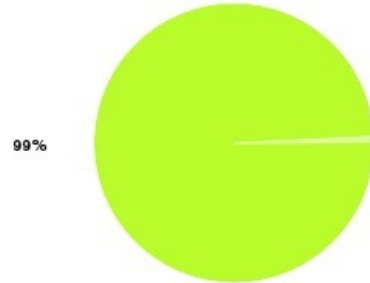
Home (Jackie Stockdale) Always really friendly, knowledgeable and willing to go the extra mile. Really patient with the children and approachable.

Healthy Routes - Wigan Summary

Number of responses: 120

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 119 | 99.167% |
| Likely | 1 | 0.833% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 120 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Wendy Stopforth - Wendy has been great, helpful and supportive. 4X weeks smokefree/

Rebecca McMaster - Very informative, would recommend.

Helen Barker - Helen was always kind, pleasant and listened to all my problems whatever that were a the time. Wonderful person, thank you.

Joanne Brown - Comfort of own home, all information given.

Joanne Brown - Good support and both of us are keen to quit.

Kathryn Spencer - No improvement needed, personal care plan, in relation to me stopping smoking. Information on services relevant to me, excellent knowledge and skills.

Kathryn Spencer - Good knowledge, great service.

Kathryn Spencer - My visit is always good. Always friendly and give good advice always, makes you feel good.

Kathryn Spencer - Wonderful lady who knows her job, is very good at it and gives out great help and advice. She deserves a gold badge!

Kathryn Spencer - Support and encouragement

Kathryn Spencer - The staff are very friendly and helpful in every way.

Lynn Williams - Good info given.

Helen Barker - Very informative, supportive and more through than I initially expected. Helped me with lifestyle change, not just weight loss plan.

Janet Latham - Janet was incredibly friendly and explained the various available options in full. Would recommend.

Helen Barker - Constant support given by helen who have given great advice and support. Very good service, which helps people like me who need to lose weight, friendly, lovely service.

Helen Barker - Its opened my eyes, educated me. Also they listened to how I feel. I will do anything to get healthy and be more positive.

Helen Barker - Clearly explained, well organised.

Helen Barker - Helen was very friendly and give me really good advice.

Helen Barker - It was very friendly and warm welcome.

Helen Barker - So happy I stopped smoking. I started smoking when I was very young - the regular support from Helen helped me to stop. I feel so much better.

Dan Leonard - Dan was really friendly and helpful. He made quitting smoking simple. I won't smoke again thanks!

Dan Leonard - Dan is really knowledgeable and helpful throughout.

Catherine Morris - Very helpful, lots of information.

Joanne Brown - Fantastic support and saw both of us together.

Joanne Brown - Good support, motivated me and gave me confidence.

Joanne Brown - Good communication and advice given.

Catherine Morris - Since losing weight I have much more energy and I am having less problems with my knee joints. The appointments are helping to keep me motivated.

Helen Barker - Helen is friendly and courteous, non judgmental.

Helen Barker - Very helpful advice.

Rebecca McMaster - Friendly, good advice.

Helen Barker - Given lots of information.

Lynn Williams - I found it very helpful and interesting, it has given me a very broad understanding about my intake of food, what to eat and what not to eat.

Helen Barker - Great friendly service and very supportive, no improvement needed.

Helen Barker - Was very informative, Things were explained very clearly.

Dan Leonard - Dan was really helpful and has helped me reduced my blood sugars and I have lost weight. Dietary advice was really helpful.

Janet Latham - Very helpful with lots of info.

Janet Latham - Very helpful lady. Informative, relaxed and friendly service.

Janet Latham - Great advice and very supportive.

Janet Latham - Very informative appointment in relation to portion sizes and ingredient, very happy to re visit and continue with this service.

Janet Latham - Positive advice and very helpful guidance to achieve a healthy lifestyle. Excellent service.

Janet Latham - Well explained and very informative.

Kathryn Spencer - Very helpful and supportive staff. Definitely would recommend.

Wendy Stopforth - Wendy was helpful and informative. Lovely girl, lovely service.

Wendy Stopforth - I can really talk to wendy, very helpful.

Wendy Stopforth - Wendy is sincere, smiley, informative, happy and non-judgmental. A refreshing change, it really is a service with a smile.

Rebecca McMaster - Rebecca talked me through how to use the Wellpoint and helped me understand my blood pressure reading.

Janet Latham- Excellent Advice given and easy to understand.

Helen Barker - Very good service.

Helen Barker - Plenty of support, a great listener. Lots of fresh ideas to overcome obstacles.

Dan Leonard - Dan is a legend!

Catherine Morris = I am very grateful that my GP surgery told me about Healthy Routes. Catherine has given me so much help. I think differently about food now and have learnt so much about healthy eating. I am proud of my achievements and I am healthier and more confident than before.

Celia Dawson - The lady explained to me so I could understand easy.

Rachel Toohey I feel more calm after speaking to Rachel.

Diane Howarth. Good information on healthy eating.

Bob Lunt Healthy Routes Advisor- I have been using healthy Routes for a while now and feel so much better about myself through weight loss. Bob has even sorted me out with counselling through Healthy Routes and that is going well and my mental health is so much better.

Bob Lunt Healthy Routes Advisor- Interesting talk with Bob, hoping to carry on and lose weight

Bob Lunt Healthy Routes Advisor- I've made a good start thanks to Bobs support. Looking forward to getting healthier.

Bob Lunt Healthy Routes Advisor-Best thing I ever did!! Bob is very supportive and easy to approach. Very professional. Thanks Bob x

Bob Lunt Healthy Routes Advisor- Really helped me to give up smoking very supportive and not judgemental a great service I would recommend to anyone who wants to stop smoking. Thank you all!

Bob Lunt Healthy Routes Advisor- Nice to see Bob again and hope I can quit for good this time.

Bob Lunt Healthy Routes Advisor- Motivation and support to help with achieving my goal. Lost 13kgs in 4 months due to lifestyle change

Jonathan Driver Healthy Routes Advisor- Really helpful and motivational. Jonathan has helped me look through my diet and make healthy changes and lose weight.

Jonathan Driver Healthy Routes Advisor- By making small changes I have lost 8lbs in 6 weeks.

Diane Howarth Healthy Routes Advisor- Enlightening, thorough and very professional.

Diane Howarth Healthy Routes Advisor- I work in Bargain Booze and a lady came in for an e-cig I advised her to contact Healthy Routes instead.

Rachel Toohey. Very good information provided.

Janet Brewis Janet very good and pleasant.

Bob Lunt. Always good. Lost another lb, now lost 9lb.

Diane Howarth. Diane was very professional in her approach to me and my needs. Her advice and suggestions were taken onboard by myself and she has put me on the right path to a healthier lifestyle. Thankyou.

Diane Howarth. Happy with the service, keeping me on track.

Lisa Brookfield Healthy Routes Advisor-Very comfortable in discussing problem areas, Really put me at ease...

Lisa Brookfield Healthy Routes Advisor-I came about diet issues and learned information about portions, food labelling which I didn't know but which are really important. My shopping habits will change, I will adapt my eating. The information I got make this straightforward when I thought it would be much harder.

Wendy Biggs Meeting up with Wendy again after a few years. She was very helpful.

Diane Howarth and Chris Vernon. I have been to the Wigan branch with a number of people I am currently supporting. Diane and Chris on reception have been amazing, really helpful and I would recommend this service to anyone wanting support in this area. Thank you.

Diane Howarth. Great service, no need to improve.

Diane Howarth. Finally realised what I needed to do to lose weight.

Diane Howarth. Nothing could be improved. Very helpful and useful information.

Karen Mitchinson I was spoken to in a non judgemental way and treated fairly. I was given all the necessary information and I know I will be fully supported. Thank you.

Karen Mitchinson Non judgemental and friendly staff

Lucy Hatton Excellent information.

Lisa Brookfield. Lisa has turned my life around and helped me lose 1st and a half. She was a very good help and a lovely girl helping me along to achieve my goal. Healthy Routes was a very good help for me and I would do it all over again. I am very pleased.

Bob Lunt Lost 11lbs, Very happy.

Laura Roberts Helped to understand better.

Laura Roberts Consistently lost weight. Good understanding of healthy eating.

Louise Taylor Very friendly, feeling more confident.

Louise Taylor. Lots of good information.

Louise Taylor Very informative, explained the different options.

Lucy Hatton Healthy Routes Advisor - No need to improve the work of Lucy, whom I have been seeing around my smoking, diet and sugar levels. Very pleased with the improvements she has made. Very pleasant young lady who knows her stuff and listens. Thank you Lucy.

Pregnancy Stop Smoking Home Visit - Celia Dawson 26.04.19 Very informative and friendly. Made me feel at ease.

Diane Howarth. Feel nothing needs to be changed. I am happy to have been given the information I have and think I can start to lose weight now.

Diane Howarth. I thought it was helpful to me and will use it again.

Diane Howarth. Staff all very helpful. I have advised people who are wanting to stop smoking to go through Healthy Routes.

Lisa Brookfield. Learned about food intake and food portion sizes.

Lisa Brookfield. Nothing to improve. Very informative.

Lisa Brookfield. So friendly and helpful.

Bob Lunt. The support has been excellent.

Bob Lunt I am happy with my 10lb weight loss.

Wendy Biggs. Really enjoyed the 1st session, the well point machine was an eye opener and the knowledge of the trainer was really interesting.

Bob Lunt. Bob is friendly and encouraging.

Bob Lunt. Visits are really good and helpful.

Louise Taylor. Helpful, clear kind advise. Just what I need to take my first steps to quitting smoking.

Louise Taylor. All the information given for type 2 diabetes was very good.

Louise Taylor. Good information, very valuable. Lots of tips and knowledge. Louise was really good.

Louise Taylor Thank you for my well informed talk on giving up smoking.

Helen Barker - Very Helpful

Wendy Stopforth - Feel like I could jump over the moon, I am now 4 weeks smokefree.

Daniel Leonard - Dan has a nice mannerism and made quitting smoking easy.

Helen Barker - Good, friendly service.

Ruth Kelly - Friendly, very informative. Delightful experience overall. Made a plan on things I can change to benefit my health. Had group running sessions recommended which is brilliant.

Dan Leonard - Dan helped me stop smoking after my COPD Diagnosis. Patches did not work for me so Dan helped me get a prescription for Champix and this was perfect. I am now smokefree and feeling better.

Wendy Stopforth - I fell like a new person. A small weight loss and counselling, Wendy has been great. Thank you!

Helen Barker - Found service helpful.

Helen Barker - Interesting chat, everything explained clearly.

Helen Barker - I enjoyed looking at meal choice.

Joanne Clarke - Encouraging about my health and my weight, what I was eating and drinking.

Joanne Clarke - Joanne was good support for me stopping smoking, thought I never would stop, but i did.

Helen Barker - Very helpful.

Helen Barker - I got sorted to help me quit smoking. There is going to be a diet put in place to help prevent type 2 diabetes.

Helen Barker - Relaxed, friendly and welcoming. Lots of information, very helpful and supportive.

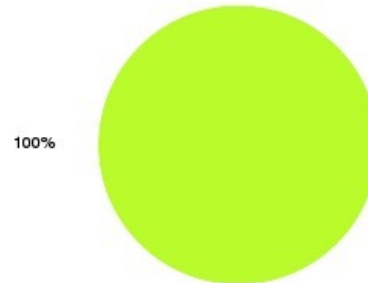
Helen Barker - Made me feel more confident about giving up smoking.

Home Oxygen Service Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Was welcomed and put at ease by friendly staff. The nurse took time to explain everything in detail step by step in everything that was done and been done, very informative. Nothing to improve, first visit and everything was excellent.

Home Oxygen Service (East Riding) Summary

Number of responses: 4

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 4 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 4 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Beverley clinic What a wonderful service shown by Sally today towards my father who is 86, with plural plaque due to asbestos dust. Everything was fully explained and time was taken with him, caring and thorough. Thank you. :)

Natalie was so lovely. Very caring and helpful. Explained everything in a relaxed, easy to understand way. Did not rush with us and made to feel at ease. Lovely receptionist, very helpful.

The visit was carried out in a professional, caring manner with a friendly rapport. Extremely happy.

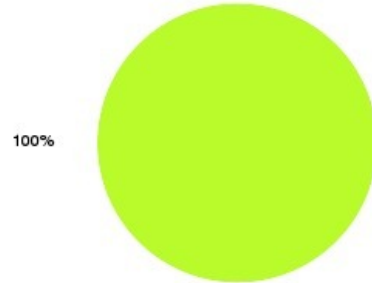
Beverley clinic Very patient and information given was very clear. Pleasant and helpful, put us at ease.

Hull First Falls Summary

Number of responses: 7

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 7 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 7 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Brilliant! 1st class, very patient with mum. Well done. :)

Mary said the team who visited her were excellent and she was thrilled with the care she received.

Thank you.

Andy and Kate were excellent with their fast response, care and help given. A much appreciated service when help is required.

Fast, friendly and caring.

Very nice. Thank you.

Very friendly, caring team. Thank you so much for all your help :)

Hull Podiatry Summary

Number of responses: 17

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 16 | 94.118% |
| Likely | 1 | 5.882% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 17 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Newington Kind and courteous attention.

Jessica - excellent service - no change.

Brocklehurst They were very good to me.

Brocklehurst All the people I had dealt with was fantastic, I class them as friends. Thank you all, means the world to me xx

Brocklehurst Nurses, staff and doctors all very friendly & professional thank you.

Brocklehurst Excellent staff, informative and caring with a professional edge. All treatment carried out without much discomfort and I left the consulting team feeling comfortable. Kat & Zoe were fantastic. Service was excellent.

Brocklehurst I was squeezed in without an appointment & staff couldn't have been more helpful.

Jake - Brocklehurst We had a home visit from Jake, he was concerned over Les's foot and got us in Brocklehurst the next day and explains everything so well.

Newington The information was very forthcoming and direct, to the point.

Visit was a very pleasant experience. Staff extremely helpful and informative as they worked non-stop. Ready to give advice when asked. Very professional.

Good result. Treated ok.

Nothing.

Really good service and relaxing staff. Excellent.

Lee was amazing! everything was great, he was very friendly, thorough and explained everything to me. Felt very at ease. Brilliant service

Newington Excellent service & friendly, couldn't be happier. Thanks Holly.

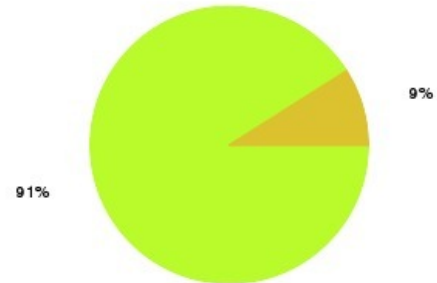
Newington HC Nothing needs to be improved that was the best foot examination I have had. Thanks Holly.

Hull Urgent Care Summary

Number of responses: 11

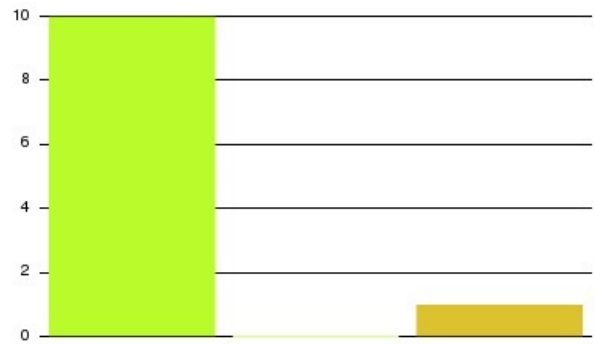
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 10 | 90.909% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 1 | 9.091% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 10 | 90.909% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 1 | 9.091% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Actually used the Out of Hours Centre in the Beverley Community Hospital. Cannot fault the service. Was quickly assessed by the 111 service who booked my Mum into an appointment in Beverley at 19.45hrs. Had a very short wait before the GP came out. GP was lovely with my Mum who has memory problems. She was patient, kind and understanding. Listened to the problems and examined my Mum thoroughly before giving us advice and a prescription. We were not rushed at all and felt very reassured. Excellent service

111 - Well if i had a call back from a GP would've been helpful; waiting over 16 hours for a ring back.

Minor Injuries Unit - Thank you for providing an excellent service. All of the staff are very pleasant. The treatment I have received is excellent.

Very helpful & friendly.

Dr Ogunba quick service, wrote drug card quickly, correctly, confident service. Thank you.

Thank you care excellent.

Quick service. Claire was lovely (doctor) and very helpful.

Minor Injuries - Shirley was extremely helpful.

Minor Injuries - Friendly helpful staff. Efficient service. Lovely nurses - Jane & Zoe.

Minor Injuries - Quick, efficient service. Great friendly staff.

I used the online 111 service and was called back by Steph from your urgent care centre. She listened intently to the information I gave her about my sons condition and was very understanding and polite. She recommended we visit the GP out of hours service, which we did and was looked after very well by Dr Chia. The service was excellent from start to finish. Please pass on our grateful thanks to the staff concerned.

IMPS Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Infant Feeding Co-ordinator Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

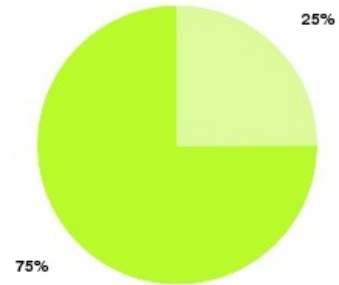
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Intermediate Care Summary

Number of responses: 4

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 3 | 75.000% |
| Likely | 1 | 25.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 4 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Jill visited me and was so helpful and informative. She brought me a taller walking frame and told me about a long handle pet feeder. She also brought me a grabber. She was excellent and really boosted my confidence.

The lady was very thorough about my needs and was going to do everything she could to get everything that I need.

Hessle The girls were very pleasant and did I asked them to do.

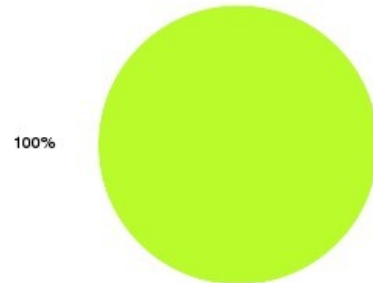
Highfield Thank you to all in GB rehab and care after fall and coming from HRI to Highfield and Rehab at home. Special thank you to Samantha Jefferson, who always arrived at GB's home with a smile, didn't just do her job, but way beyond her happy, professional attitude. Left a 95 year old in high spirits and the care she took to go the extra was obvious with his home. Big thank you. What could be done better - more info - HRI did not give any - and no booklet available or given.

Jean Bishop ICC Summary

Number of responses: 67

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 67 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 67 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

everything was good

Excellent and very friendly staff. Lovely lunch and we were well looked after 10/10 thank you

Professional staff with time to talk and listen to the patient in a quiet and relaxing atmosphere.

Very friendly and helpful the lunch was extremely beautiful

Perfect doctor and assistant really enjoyed the day

Warm and friendly staff nice not to be rushed. Lovely to feel like someone really cares

Nothing to improve loved it and I would like to move in really enjoyed it. Nive to have someone to talk to

Everything was brilliant, lovely people fantastic place.

Best check up I have every had fantastic service. So happy to have been here very impressed with everything

I am extremely impressed with this service the time been given to us it would be how you would want your health to be given the option. All the team, gp, physio care all 1st class

All very helpful everything was clearly explained. Lovely staff

Good - Seeing people Doctors etc, NOT good - everyone seemed to disappear after 2pm and I hate to be alone

Thank you for he way you looked after us and it was nice to meet such caring people. Thank you once again

Staff so friendly and helpful and gave excellent service.

An excellent visit. No visible improvements possible. Everyone is extremely helpful and positive.

Staff are very helpful and have time to chat with you and nothing is too much trouble for them very relaxed atmosphere.

Extremely helpful, pleasant, friendly, caring service throughout. I was very pleased that she decided to come thank you all.

Everybody was pleasant and lovely to talk to and I liked seeing everyone under one roof

People listening and making you feel they really wanted to help

Absolutely Excellent

It was good to be able to ask question's and to receive answers that we understood. Nothing was too much trouble for anyone we saw. Thank you

total enjoyment

Everybody helpful I couldn't wish for better treatment all very pleasant and caring. Thank you

It was all perfect

Very pleasant staff very helpful and caring place to come to I enjoyed the day

A wonderful relaxing visit to the Jean Bishop Centre. So helpful to talk to Doctors and Nurses. A really wonderful experience

The staff were excellent. The fact that all tests etc are all carried out at the same place is excellent. I cannot fault anything.

The team was very understanding and friendly. The place is fabulous and really nice. everything and everybody was very good

the service was perfect I don't think there is anything to improve

Nice staff and care experience was good

Everybody was so friendly noting to be improved excellent

Everything was extremely good, Dr Dan, the nurses, keiran and everyone Thank you all so much Excellent care.

Brilliant

Get primary schools involved to make a big sunflower and lots of bees. Otherwise perfect

Nothing bad about the place

Everyone was so helpful and friendly and there are plenty of areas to talk, I could use the toilet without any problems.

Everything was excellent

Very helpful and staff had time and listened to me. Why did it take so long to get this centre? Great Experience.

Your team were very friendly and we did not feel a nuisance at all

Wonderful, Wonderful, Wonderful!! From the nurses, doctors and the rest of the staff all very kind. Beautiful building and they made me feel at ease.

Everyone was most helpful and answered my questions in an understanding way.

Very helpful and friendly service. Could be improved by having Audiology on site.

Can't improve anything it is "spot on" everyone is very polite and helpful. lovely place.

The appointment was a bit early

Dr Barber was a very understanding Doctor who put me at ease. No one has ever spoken to me in such a sympathetic and understanding way. I have had a very enjoyable experience. Thank you to all the staff who are all very good.

Everything was very good I don't think anything could be improved

Everyone was most helpful and I was well looked after

very friendly staff and very welcoming to the service. I would like to come again in the future

Everyone was so helpful and they saw to me quickly and efficiently very good all round

It was very good

Very good

Friendly service and very thorough and I feel confident that all aspects of health and wellbeing have been assessed and sorted. Fantastic facilities and very worthwhile. Improvement - Road signs would have helped

I believe this visit today was very worthwhile and very helpful to myself and fully appreciated and conducted in a professional manor by staff

Well informed and helpful staff in a lovely building

Would recommend visiting here at any time, Staff very polite and friendly. Excellent advice received. Food available if needed a very good time with the Doctor

Everyone was so kind and considerate of Gavin and looked at the whole situation and advised and gave us leaflets as pointers to help as and when needed. Thank you

Our visit today has been really good. Mum has been treated like an important person! Loads of advice given and all the staff are lovely. Thanks for all your care and tea I cannot think of anything that needs improving

The building is fantastic and spotlessly clean the staff are wonderful 3 stars

Nothing could be improved

Really helpful staff, explained everything would recommend

Everyone was very helpful

It was very pleasant. You treat us as people and give us plenty of time

It is such a caring place and it calms you and nothing feels so bad

Very helpful I got a lot out of one visit

Highly satisfied with everything and everyone we saw. Thank you very much

Very Good

Very reassuring

Let's Talk (East Riding) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

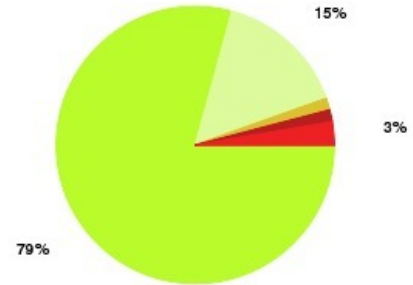
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Let's Talk (Hull) Summary

Number of responses: 72

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 57 | 79.167% |
| Likely | 11 | 15.278% |
| Neither likely or unlikely | 1 | 1.389% |
| Unlikely | 1 | 1.389% |
| Extremely unlikely | 2 | 2.778% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 68 | 94.444% |
| Would not recommend our service | 3 | 4.167% |
| Neutral or do not know | 1 | 1.389% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

I feel very lucky to have been able to get this support from Let's Talk. Our counsellor Stuart guided my partner and I through joint session that have helped us to make massive changes to our lives - all good ones! It's made a really big difference to us and helped us to save our relationship. There's nothing to be improved about Let's Talk!

Everything! Everything was very helpful, very happy. No improvements needed.

After an initial fear of being judged and worrying about being in a group situation, I'm actually feeling better and the course helped. I have already used the techniques discussed with a positive outcome.

Understanding the different things that can cause stress and learning about altering the way we view things and changing the way I can view things.

The presentation was well constructed and explained. No detail was missed and was made to feel very relaxed and welcomed

Lots of interesting facts. Plenty of good advice.

I enjoyed the course and think it helps to understand things a lot better

During my time at stress control therapy, I have taken in the different types of chemicals.

They were always willing to talk to you after the session if there was anything you needed to ask. They always offered good support. They are also lovely people who ran the course.

Nice and calm atmosphere. I've learnt a lot more new things about myself. It also made me feel less lonely.

Absolutely everything was good about my sessions with Monika. Some days I really struggled but Monika was fantastic with me and I can not fault her in any way. I feel so much better in myself now and it is all thanks to her.

In the sessions I have had with Craig, I have managed to talk about my feelings and how to make them balanced again. I have felt better and more positive with every session and I cannot see any room for improvement.

It has made me realise that my problem could be resolved by facing my fears and not shy away from it

I like the fact it is a group and the questions are anonymous. Learnt a lot more awareness about everything.

The understanding of the people presenting the group. I am unsure of any improvements as the course is not designed for 1-1 therapy which is what I need.

The sessions were extremely helpful in getting me to understand and change my behaviours for the best. Jon made me feel comfortable and was approachable when discussing my personal matters. The flexibility of the service was great - times and locations were adjusted to meet my needs. I would definitely recommend this service to anyone who is open to gaining better quality of life.

Julie was great, and made me feel at ease when I became really anxious. Really helpful.

Lynne at New Green always made time to allow me to talk about what was on my mind at each session whilst also sticking to a plan of action. I felt like we explored together, which path of treatment would suit me best. Since having sessions, I have already recommended the service to family members and friends.

Craig was really understanding and mentioned worry time. I now feel much better. Thank you very much Craig.

Craig has really helped me with my anxiety and gave me the right help and advice.

We learnt a lot in the short space of time. The teaching was good but some things I feel we didn't spend enough time on eg. CBT cycle to change behaviour. I was struggling with the course not allowing us to talk about our experiences. I found the handouts difficult to read - too much information. I didn't know how to use CBT - didn't know what to focus on.

Great for anxiety and depression. This specific course wasn't particularly helpful for me, however the therapist was aware of this in my initial assessment and has signposted me for the correct counselling that I need.

Getting out to the meetings and learning more about condition.

Informal and informative

Raises awareness of things that could help my partner and myself if ever I found myself with similar issues

A very helpful and informative session. Would highly recommend to anyone who feels they are under stress or need help coping with anxiety.

It all helps

Very friendly and welcoming. Informative and has helped me. Ticked the boxes that bothered me. The fact you don't have to interact if you don't want to.

I feel these lessons are helpful but I always say it depends on the day you're having that makes it hard to improve.

I feel really good after a class and feel better in myself after them. Just really don't want them to stop. (Stress Control)

Learning new skills in managing stress and anxiety. I have been able to walk away with some rehab. I have felt a little more settled in every day life since starting the course. No room for improvement - keep up the good work.

The air con was cold and distracting

It was really helpful to have the consistency and timing from work. Being able to come after work and the flexibility on location. Being able to have flexibility on my appointments too was helpful for treatment. K2 is a nicer location than Morrill Street.

Lisa was a lovely and calm influence. It was a positive direction to find solutions to problems

Lisa made me feel easy and I felt I could talk. Things explained very well. And options to help me.

Everything was perfect

Touched on subjects I have not heard people talk about before and normalised them, they're more common than expected.

Lisa was very warm and welcoming

The groups have helped me

it was good to talk to each other

Great staff and great presentations

The learning experience

Friendly approachable staff very good.

Informative and helpful

Excellent, Katy has been my saviour throughout my journey. The lets talk service has helped me to get back to my usual sparkling self. I cannot thank the team enough. From tears to smiles.

CBT - Emma This service has been extremely helpful. This has helped me to identify my triggers and how to deal with them.

CBT - Jon After suffering with anxiety for a very long time, I was really sceptical if CBT could help. However with time and patience and a lot of hard work from my counsellor and myself. He has taught me to be more positive and to recognise the signs that anxiety bring and how to manage life better. Thank you very much

really positive and approachable. Helped me massively. thank you

Everything was good, it was clear and very informative. The staff who ran the course were excellent.

A great service, lovely staff and well delivered. Chocolate Biscuits please

It is a good starting point to ease you in to further treatment. It is a good way to allow you to open up about issues and realise its normal

The sessions were delivered very well. I always felt comfortable. Amber was lovely when I struggled during a session which I am grateful for. I think clipboards would be helpful.

Friendly welcome, made to feel at ease. Tea and coffee available

Quick response to text Friendly staff Always taken seriously and with empathy

The course was delivered very clearly and professionally. It really helped me to understand my illness and how to work towards getting better and in control of my feelings and thinking

I found it helpful that you didn't have to talk and just listened and took part with the clinician

(Saw Emma Kettlestring)

I felt very supported and listened to. I feel happier going away knowing I'm not crazy and that I was going to received the support I need.

Saw Emma Kettlestring

Emma was very friendly and easy to talk to.

Emma was friendly, informative and put me at ease.

Emma was easy to talk to and very understanding and professional

Jon - Jon was so superb at assisting me and providing me with the knowledge I needed to overcome my long term fear of sickness and anxiety. Thank you for helping me see that I can overcome anything!

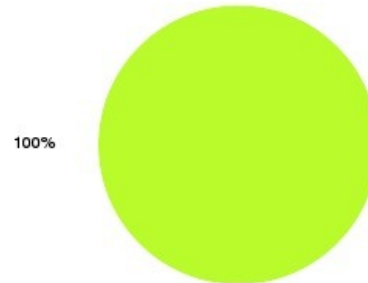
Lisa - Lady that I was talking to was lovely and made it easy to talk. Was made to feel very comfortable.

Lymphoedema Summary

Number of responses: 2

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 2 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Finally discharged it is a brilliant service. Thank you Gemma.

Since coming to the Lymphodema clinic I have been impressed by the thoroughness of the service in the dealing with my problem. The staff are very friendly and explain everything well and fully and are very supportive.

Macmillan Wolds Unit (Bridlington) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Medicines Management - Care Home Service Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

MSK Physiotherapy Summary

Number of responses: 14

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 12 | 85.714% |
| Likely | 2 | 14.286% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 14 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

BDH Yohann & Diane are brilliant. Yohann was the only one who realised I had, had a stroke (mini), if it hadn't been for him I don't know where I would be today. Diane was brilliant today, she really helped me and calmed me down. (Johann Sanchez/Di Thompson)

Advice given has been very helpful and worthwhile.

Given various exercises to improve hips and knees; getting a bit better and less pain.

Very helpful. Exercises really seemed to work for me.

Very good service 10/10 (Bart Klimek).

Excellent, supportive and professional approach. Could not achieve these results on my own! Thank you (Shaf).

Clarification on problem communication to how to help myself. Very well mannered and informative (Shaf).

ERCH Very helpful, friendly and good exercises.

ERCH Everything brilliant.

ERCH Meeting other people with different symptoms. Staff were first class. Very helpful.

Beverley A lot better than when I started. Great instructors.

Everything! Thank you!

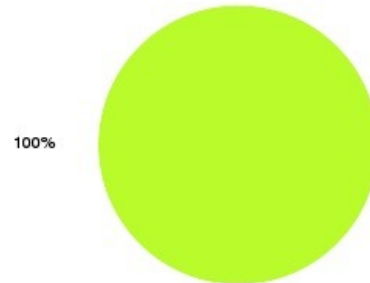
Beverley

NHS Continuing Healthcare Summary

Number of responses: 3

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 3 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 3 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Calvert Centre Denise Dennett was extremely helpful in explaining the DST and why funding is or isn't offered. Would certainly recommend her to colleagues, family and friends.

Calvert Centre Very informative and helpful, cleared up several queries and offered excellent advice.

Calvert Centre Very helpful and all my questions and concerns were answered in an extremely professional manner. Thank you Denise.

Night Care Service (EOL) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Nutrition & Dietetics (East Riding) Summary

Number of responses: 9

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 8 | 88.889% |
| Likely | 1 | 11.111% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 9 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Kathy was very informative and helpful with ideas for my diet.

Friendly and knowledgeable consultant.

Friendly and helpful

Hannah goes above and beyond to help you with any issue. She deserves at least 12/10 stars!

Very friendly staff. The nutritionist very helpful and easy to talk to. Thank you

Hessle - Helen Wray

Hessle Grange - Helen Wray Friendly meeting, helpful. I'm wanting a change in life, so this is the start I want.

Hessle - Helen Wray Friendly, easy to find; nothing to improve today,

Bridlington clinic (Zoe Moulds) Got to the crux of the problem immediately, gave dieting plan which was successful. Wish it'd been referred earlier. Cannot think of any improvements.

Nutrition & Dietetics (Hull) Summary

Number of responses: 14

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 13 | 92.857% |
| Likely | 1 | 7.143% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 14 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Morrill St - Noelle Hynes The dietitian has been very helpful.

Bilton Grange - Noelle Hynes Very helpful, very good with all the information.

Diadem - Noelle Hynes The staff were very polite and the advice given was good. :)

Diadem - Noelle Hynes Very detailed and helpful. Welcoming and made me feel at ease.

Bilton Grange - Noelle Hynes Explained everything, so helpful and very polite.

Wilberforce - Noelle Hynes

Elliott Chappell Really nice member of staff to us and was very good at explaining things to us. At this stage I can't think of anything on how to improve things.

Elliott Chappell The questions are good questions to ask. To improve I could eat more foods that I like.

Elliott Chappell

Elliott Chappell Useful to know how much weight I should be gaining to be healthy.

Morrill Street Very efficient, friendly and helpful. Lots of information provided advice to follow.

Morrill St I was treated with respect and made to feel very comfortable and at ease. Given really good advice re - introducing new foods into my diet that I would be able to digest with my ileostomy.

Morrill Street Linda saw me even though I turned up late. She gave me good ideas to help gain weight - thank you.

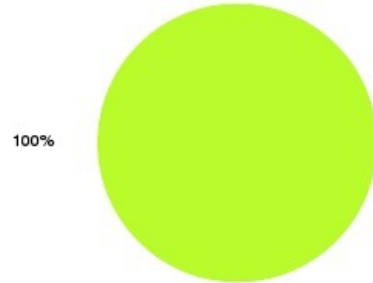
Elliott Chappell

Oral Health Team Summary

Number of responses: 6

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 6 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 6 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Up to date information can be used at care centres. Fantastic refresher, thank you.

Discussions with children and parents, information on website for parents, excellent manner with children. They really enjoyed and learnt new information. Children responded and wanted to ask/answer questions.

Information gathered which I can discuss with patients, very helpful and useful to our work. Thank you.

Hawthorn House By guiding residents more with oral health. Lovely, friendly trainer made the course easier to understand. Cut out more sweet things out of menu and give more fruit and unsweetened.

Westfield Park Home I will be looking at the risk assessments ahead in place.

Leconfield School PHSCE delivery when relevant. Really engaging! Great pace. Easy to remember. Advice on snacks re good food for teeth. Reinforcing good habits. Diet/eatwell/healthy foods.

Out of Hours Nursing (East Riding) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Out of Hours Nursing (EOL) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Pharmacies Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

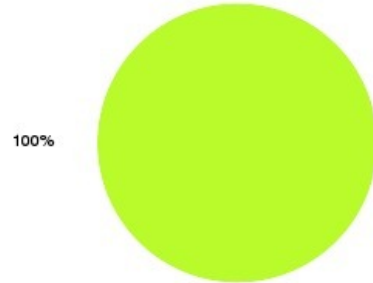
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Phlebotomy - Withernsea Hospital Summary

Number of responses: 25

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 25 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 25 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Not a problem, they are very helpful and saw me even though I was late, the blood nurse got my blood first time - that is a first too - delighted. Thank you.

Staff excellent as usual. Would be nice if the toilet in the waiting room was repaired!

Not only very competent in taking blood, but extremely helpful, cheerful and patient. Other staff should take a leaf out of Caroline's book. Never anxious when Caroline is on duty. Very happy Caroline, thank you.

It was all good. Nothing could be improved.

First class as Caroline always is. She cannot be improved on.

Reception staff, lovely but I could hear everything she was saying.

I like to have a word with Caroline, she is the best at taking blood.

It needs no improvement. I received excellent professional care and felt happy and secure in the way I was treated.

Caroline is always very nice and makes you relax.

Appointment in 14 days. Great. Caroline absolutely a credit to hospital. Well done.

Lovely, efficient blood nurse. Really knew her stuff. Nice person.

The nurse taking the blood was extremely good at her job and very friendly. Put you at ease :)

Nurse was excellent.

Excellent service always friendly and helping.

Quick, easy and local.

A play area.

Excellent, friendly, experienced staff. Always very helpful and informative. Caroline blood nurse wonderful.

Friendly staff - keep open.

Your blood nurse is an angel. Thank you.

Caroline is very knowledgeable about my husband's dementia and keeps him calm.

Caroline made me feel at ease as I have a needle phobia.

Caroline the blood nurse is very caring and made me feel at ease.

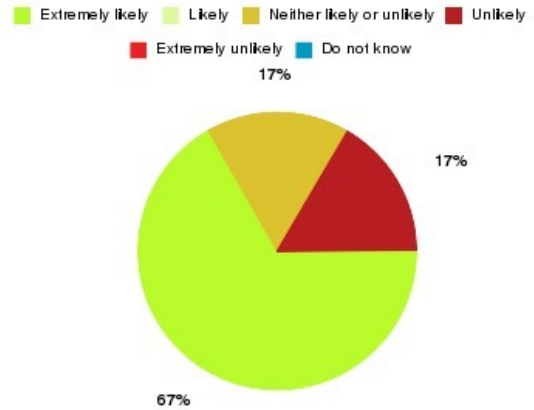
Everyone was pleasant. Bloods lady Caroline was excellent. Thank you.

On time, efficient, pleasant, good service.

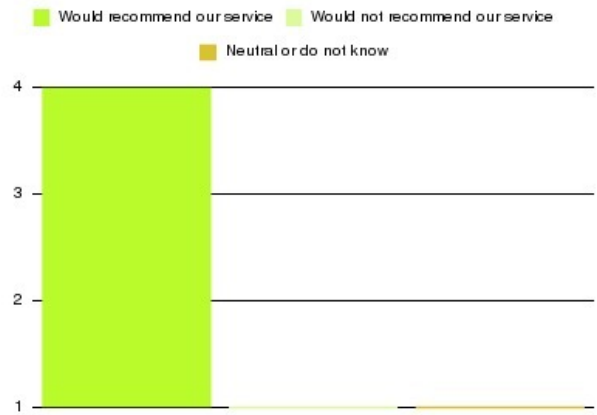
Prison Healthcare: DART (Hull) Summary

Number of responses: 6

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 4 | 66.667% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 1 | 16.667% |
| Unlikely | 1 | 16.667% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 4 | 66.667% |
| Would not recommend our service | 1 | 16.667% |
| Neutral or do not know | 1 | 16.667% |



Comments

Group to be wing based. VP group currently use MINOS Fridays.

I found it really good and I wouldn't change a thing apart from people talking over one another. I also found it very positive and i'm confident I can do this to become a better person and drug free for good.

Have been having weekly meetings on the wing which was much needed when you have problems with addictions etc. But recently they just stopped why? It is a service which grown men have chance to open up and say what's bottled up . Its a pity it keeps getting halted.

I think it is wrong that the DART service is only opened to sentenced prisoners unless you do group work. I have trouble with groups of people so I could not get help until sentenced five months later and feel persecuted against.

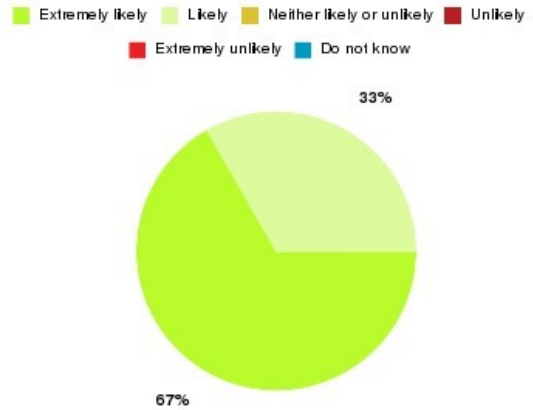
There has been no group meeting on C wing for a few weeks due to lack of staff. It makes me feel like our recovery comes last.

Charlie was brilliant she really knew what she was on about and explained the material in an easy and understandable way. I really benefitted from the course and I feel it has readied me for my release. I cannot wait to get out and use the skills I have learnt. A big thank you for the Darts team especially Charlie.

Prison Healthcare: DART (Humber) Summary

Number of responses: 3

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 66.667% |
| Likely | 1 | 33.333% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 3 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |



Comments

Fast and prompt service

DART - DART team have been invaluable to me. It has opened my eyes to the way I was thinking, I would recommend DART to all users.

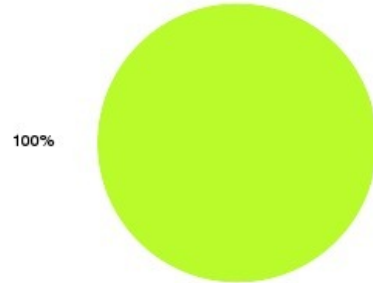
DART -

Prison Healthcare: Dental (Hull) Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

I felt the service provided was excellent and will definitely use this service again.

Prison Healthcare: Dental (Humber) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

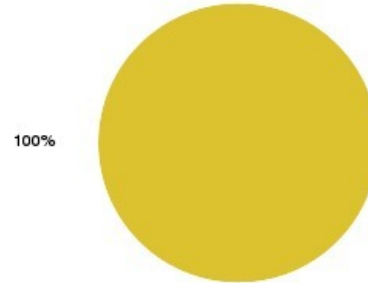
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Prison Healthcare: GP (Hull) Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 1 | 100.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 1 | 100.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Good was the fact my bandage was changed. Poor was the fact my scheduled GP appt did not happen though I was in attendance it will be put down to me not attending as previously logged.

Prison Healthcare: GP (Humber) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Prison Healthcare: Mental Health (Hull) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

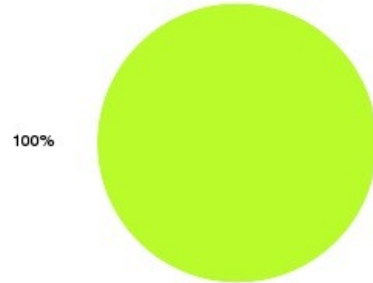
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Prison Healthcare: Mental Health (Humber) Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

MENTAL HEALTH - Sally is great stuff.

Prison Healthcare: Primary Care (Hull) Summary

Number of responses: 0

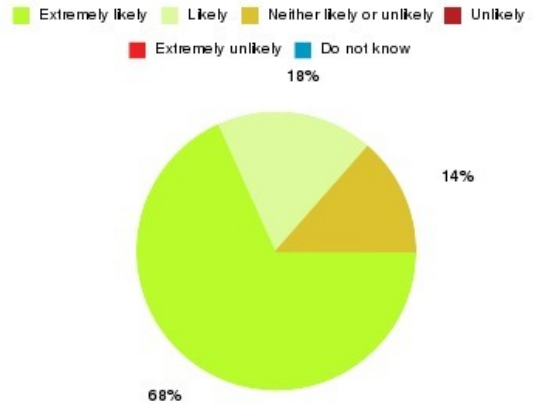
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

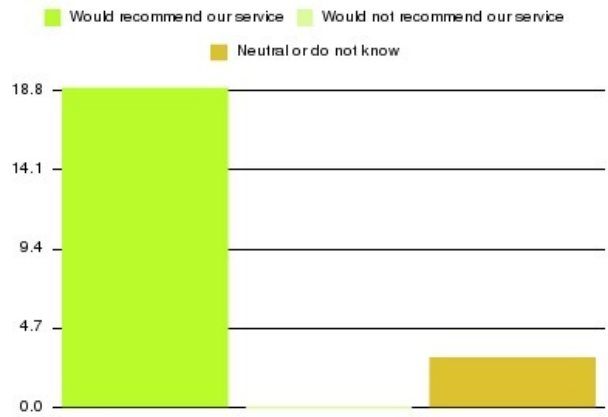
Prison Healthcare: Primary Care (Humber) Summary

Number of responses: 22

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 15 | 68.182% |
| Likely | 4 | 18.182% |
| Neither likely or unlikely | 3 | 13.636% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 19 | 86.364% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 3 | 13.636% |



Comments

2ND SCREENING - Nice personnel. Very helpful and friendly.

2ND SCREENING - Very friendly, helpful and professional personnel. Nice and smiley ladies.

HCA - Deserves a promotion.

2nd RECEPTION SCREENING - Made very comfortable, was listened to and felt no judgement. I was able to speak with no feelings of inferiority or shame. I felt better a bit after chatting with the nurse as I do struggle socially with anxiety phobias and crushed nerves. I was given good advice and helped/supported in the right direction with the right things to do.

2ND RECEPTION SCREENING - Thank you.

2nd RECEPTION SCREENING I discovered, to my horror, my records are empty - nobody appears to have entered my 31 years of healthcare data and my paperwork seems unavailable to the prison healthcare staff. I feel very let down by the computer set up system. All that was good was the pleasant nurse - not the situation at all!

PHARMACY - Pam is fabulous and Jess is fantastic and should be a pharmacy girl.

Reception - Alright care.

HCA clinic - Very good and helpful.

Reception - Quicker appointments.

Reception - Good healthcare.

Reception - Hard to understand some of the African nurses.

Primary Care - Very helpful and thorough and precise. Very good, thank you.

Primary Care -

All clinics - Staff very friendly and helpful.

Second screening - Very helpful.

GP - Yes, got appointment straight away. thank you

GP/Nurse I think healthcare has offered me great care.

Optometry Service - More magazines, papers to read.

Optometry Service -

Optometry Service -

Optometry Service -

Pulmonary Rehab Summary

Number of responses: 28

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 27 | 96.429% |
| Likely | 1 | 3.571% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 28 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Very informative able to ask Questions and get direct answers

Its very important to learn breathing exercises techniques .I found it was full of help and information I personally needed thankyou all
Information given sharing experiences

Very pleased with the service Helps woith my condition

questions would be better left untill the end of session as i felt it made it to long 1pm-3.45

Jean Bishop ICC Very good. No improvement - already very good.

ICC Everything is good, nice and friendly.

Struggling with exercises but enjoyed attending ,everyone was supportive in the pulmonary rehab team

Very good service ,Nurse very good talked me through all my inhalers

Nurse helped me, good information given on my condition

Jean Bishop ICC From the reception to all the team on the rehab programme. Very friendly and well worth attending. Thank you all for your help and support.

Jean Bishop Pleased that he has attended so he knows he is doing things right.

ICC Have enjoyed coming here and doing the exercises and learnt different things to do, the staff have been wonderful. I want to thank everyone for their kindness.

JB ICC Everything is great, the staff and the service.

Everything was good and staff were amazing.

Jean Bishop I was a bit dubious about attending but I thoroughly enjoyed it. I definitely feel 100% better. Thank you.

I like all of the exercise and I found it a lot better.

Staff friendly very helpful.

Enjoyed my time at pulmonary rehab

Happy with the services that was provided

Learnt a lot about breathing techniques and medication enjoyed learning about them a lot of help for me

Somebody listening to what you have to say and understanding where you are coming from

it was very good

Nurse was lovely and explained everything about my treatment

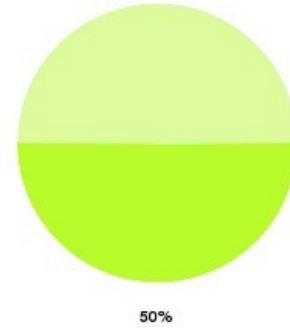
very friendly and helpful thorough and professional I was impressed

Pulmonary Rehab (East Riding) Summary

Number of responses: 2

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 50.000% |
| Likely | 1 | 50.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 2 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Angie and the team are fantastic, well worth going! Sad to be leaving, great team and company.

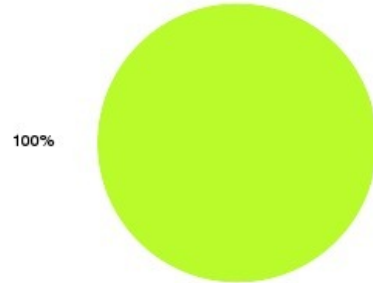
Bridlington Friendly staff, very good.

Rossmore Stroke Beds Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

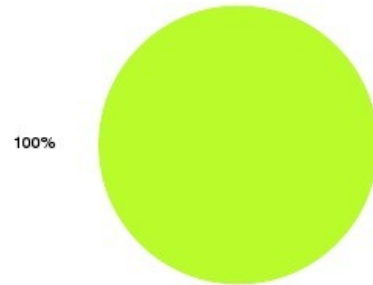
Staff excellent nothing too much trouble.

School Health + Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

Extremely likely Likely Neither likely or unlikely Unlikely
Extremely unlikely Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Would recommend our service Would not recommend our service
Neutral or do not know



Comments

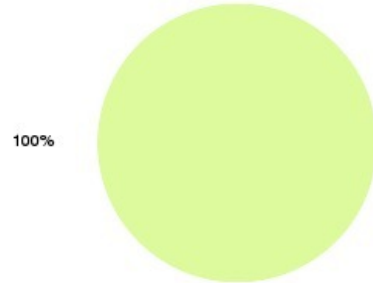
Chiltern Primary Hull Melanie Clarke is a brilliant nurse, she is always willing to help and support people. Always there when needed and listens fully so she can support or help you better.

School Nursing Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 1 | 100.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

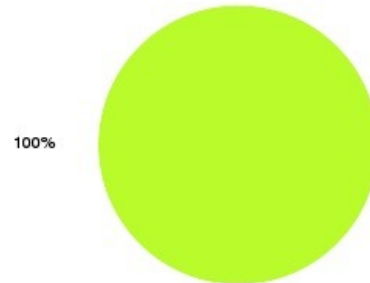
Marvell Very understanding and easy to talk to. Good advice. Friendly.

School Nursing - PHSE Summary

Number of responses: 2

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 2 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Really listen to what I had in place with my child and what I would like for him.

Home visit Very happy that Laura explained everything. What is she going to do with the information that she has collected.

Sexual Health - Erectile Dysfunction (East Riding) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

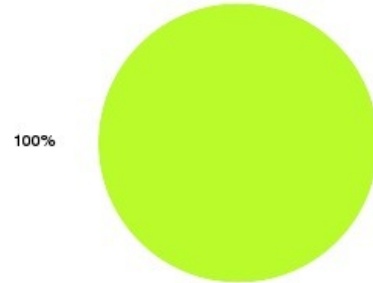
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Sexual Health - Erectile Dysfunction (Hull) Summary

Number of responses: 4

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 4 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 4 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Very good. Spot on service.

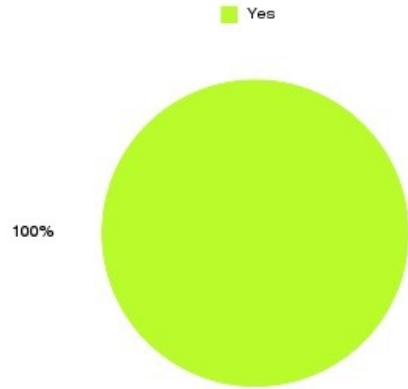
Dr Joshi Excellent service: clear, concise and open.

Took time to help us and this was good. No to improvements.

Additional Questions

Do you feel you have been treated with dignity and respect?

| Answer | Amount | Percentage |
|--------|--------|------------|
| Yes | 18 | 100.000% |

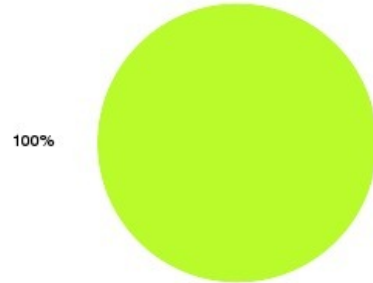


Sexual Health - GP Contraception LARC, Diadem Group Practice Summary

Number of responses: 8

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 8 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 8 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Very understanding staff. Well looked after.

Friendly, chatty and informative.

The way my procedure was explained was excellent.

Sexual Health - GP Contraception LARC, Other Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Sexual Health - GUM & Family Planning (East Riding) Summary

Number of responses: 30

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 26 | 86.667% |
| Likely | 4 | 13.333% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 30 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Withernsea Had some initial issues with communication, however receptionist couldn't have been more helpful to resolve it. Thank you!

Withernsea Warm welcome, friendly staff. Long wait but expected so not fussed about it. Great customer service. Maybe more staff to help with amount of people.

Withernsea Pleasant and helpful staff. Long waiting time. Additional chaperone would reduce waiting times.

Hornsea Staff very friendly. Needs better advertisement e.g. Facebook, nobody knows about this clinic.

Hessle - Kay Very friendly. Wasn't waiting long to be seen.

Goole

Goole Nurse was very helpful and friendly.

Driffield

Driffield Very good. Lovely woman.

Driffield Recommend to friends.

Driffield Really friendly and made to feel welcome. Put me at ease.

Driffield Staff were very informative and helpful.

ABH Driffield Seen straight away. Staff were polite, friendly and supportive.

Hessle - Kay W Well explained.

Kay W Made to feel comfortable, reassurances given. Great service overall 5 stars.

Hessle - Kay W Very informative and willing to go through multiple options. Very chatty, pleasant and made me feel at ease.

Withernsea Excellent staff knowledge and care. Service is in high demand, so long waits unfortunately. Maybe more staff needed to reduce pressure on clinicians.

Goole Lovely, friendly and polite staff felt very at ease and comfortable and kept my nerves at bay.

Goole The lady was lovely and friendly.

Goole Quick service.

Goole Friendly, made me feel comfortable and was very informative.

Goole Very friendly, professional and informative.

Goole (Kay W) Very helpful and informative. Thank you :)

Very nice and helpful made me feel comfortable.

Goole Very friendly, no judgement. Seen by Abigayle.

Goole

Staff are amazing. Seen by Abigayle H.

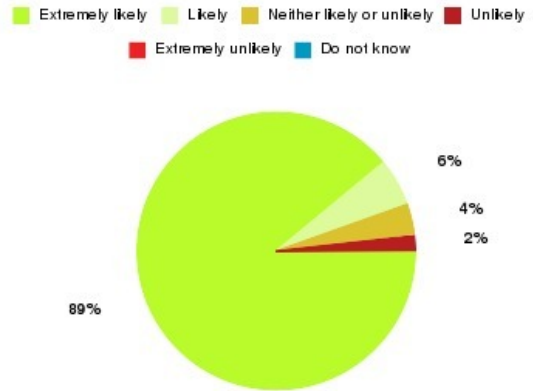
Goole The nurse Kay was lovely and made me feel relaxed.

Kay W (Goole) Very good and friendly.

Sexual Health - GUM & Family Planning (Hull) Summary

Number of responses: 54

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 48 | 88.889% |
| Likely | 3 | 5.556% |
| Neither likely or unlikely | 2 | 3.704% |
| Unlikely | 1 | 1.852% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 51 | 94.444% |
| Would not recommend our service | 1 | 1.852% |
| Neutral or do not know | 2 | 3.704% |



Comments

On the website the information about the location at the bridlington hospital is incorrect, there are also signs around the hospital pointing you to a completely different part of the hospital where the actual clinic you want is so not only is it horrifying and humiliating enough to attend anyway, you also have to go through the added trauma of asking the receptionist in an extremely busy waiting room for both urgent treatment and a go service so all of the extra pairs of ears know just why you're there! Whatever happened to privacy and dignity?! When I eventually got to the correct department I found that the information regarding times are also incorrect! On the website it starts the service finishes at 7 and the last person to be checked in will be half an hour prior to this which to me means last book in will be 6:30, only when I got there they had a sign up on the entrance door which said last book in is 6:15, 'apologies for any inconvenience'. What a MASSIVE inconvenience it is! I don't drive, I work and I have 3 children to care for so I can't easily access the other clinic in another town the day after and as I was turned away I now have to wait a whole entire week to be seen! I always defend the NHS but with a service providing so much misinformation such as this I am not surprised people slate it so much. I am extremely disappointed!

Dr Ajith/Danielle The whole experience was very good, was treated professionally. Dr Ajith and Danielle made me feel easy as I was worried about the procedure, which was finished before I realised. Very good. Very friendly.

Helpful and understanding Dr. Would be good to be able to book appointments for known/diagnosed conditions.

LARC - Dr Ajith & Charlotte The staff was gorgeous and made a potentially unpleasant experience so much more enjoyable. Collaborative, lovely and understanding team! Thank you very much.

Sitting in the waiting area holding samples is embarrassing and should surely not be seen in a public space. A hatch for staff to pick up samples from, would be much better.

LARC - Dr Ajith The staff were really understanding of my anxiety, even though I was nervous and shaky and teary, they understood and helped me feel calm and comfortable. Thank you so much everyone :)

Dr Ajith & Danielle Amazing! Super quick/efficient appointment system. Doing an amazing job!

Staff. Information I've received.

You get treated really well and the staff are really friendly, help you with everything you need to know so no, I wouldn't improve anything.

Everyone was very nice and welcome.

Very good service. All staff nice and polite.

Amazing Nurse. Amazing service. :)

Bev was an amazing nurse. Thank you so much.

Lovely, all really friendly, great sense of humour esp Angie & Dr McClean. Brilliant service.

Angela was so lovely which made me feel calm about the situation. It was quick and Angela made me feel relaxed. Nothing to improve on.

Implant replacement Every part of procedure was explained thoroughly and made my experience much less daunting.

It was okay and useful but some people who work here are rude. To improve this you should make all staff nice to customers.

Very professional, friendly and informative. Warned me that previous implant was deep and may be difficult to change. However, changed it without any problems. Very reassuring and professional service and nurse. Very happy. Thank you to Angela.

Was very friendly and informative.

Repeat injection Absolutely lovely and friendly member of staff. Gave me more info to make me aware.

Seen by a male nurse, very helpful. Had to also see a health advisor on walking in her room, she was using an e-cigarette! Also noticed charger for this on her desk is this accepted by NHS?

Caron Danaher Caron made me feel so at ease, she gave me so much help and went above and beyond to help me when I needed it. She is a credit to the service! Thank you!

Kay W Appointment on time. Nurse was very friendly and comforting. Good that appointments are available instead of waiting a long time.

Coil training - Helen & Kay Informative - made experience as relaxing as possible.

Coil Training - Kay & Helen It was good that they were always making sure I was okay.

Coil training - Kay & Helen I am happy with the information and services provided.

Coil training - Kay & Helen I was so happy. They were so nice and did great work for me.

Friendly staff.

Kay The full experience was fine. Lovely lady and what was needed to be done was sorted. No problems.

I was waiting a very long time, there was no communication whatsoever and it resulted in me having to return the next day even though I was there 3.30 - 6.20 pm although, although James was great! :)

Nurse very non-judgemental, humourous, reassuring. Very informative. Took away anxieties and stress and clearly explained procedures.

Staff were wonderful and extremely helpful, made me feel at ease during testing.

Excellent service. Thank you! :)

Helpful, friendly staff.

Service was excellent, my appointment time was kept just as booked. The Dr was very professional and answered all my questions and reassured my fears.

Kay W Nurse Kay was attentive, pleasant, informative and respectful.

Kay W Very friendly. Offered alternative options. Very helpful.

Kay W Amazing service today. Thank you for all your help.

Seen by James, he was lovely and made me very relaxed about my implant change and it was very quick.

Bev Nothing to improve.

Very well explained and good advice.

Kay W Nurse was talkative and made me feel comfortable.

Friendly staff.

Kay W Lovely staff.

Kay W Nothing to improve. Nurse very chatty and lovely. Making appointments less stressful.

The nurse was very friendly and listened.

Kay made me feel very comfortable, very nice lady :)

Very helpful. James was lovely.

Jenny and Kay were really polite and welcoming.

Fantastic nurse, was lovely and helpful.

Excellent help from reception (Phoebe). Reassuring and efficient.

Excellent, cannot fault.

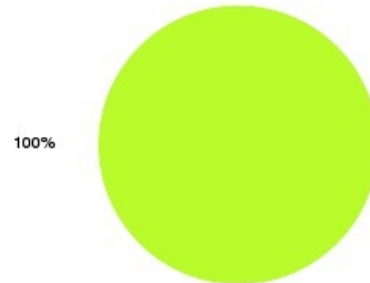
Excellent service. Was seen earlier than I expected for my coil fit on Monday night at Hessle health centre. Would like to thank Gavin Stansfield and his assistant nurse for their care.

Sexual Health - Nurse-led Gynae Service Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

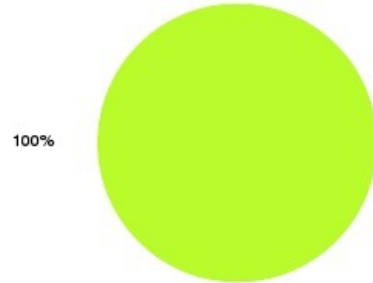
Kay the nurse was very informative, the appointment wasn't rushed. I'd say 10/10 for patient care. Best appointment for information to date on general gynae care. Thank you.

Sexual Health - Outreach (East Riding) Summary

Number of responses: 4

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 4 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 4 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Goole YMCA Down to earth person :)

Goole YMCA All good. Very helpful.

Goole YMCA It was good visit and I enjoy being able to talk to her and it is very helpful.

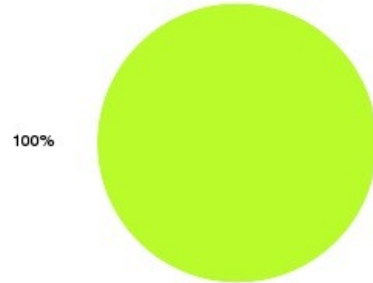
Goole YMCA Justeen has always been extremely approachable and friendly towards young people with realistic, good advice. She is reliable and will always work around our young people's placements etc.

Sexual Health - Outreach (Hull) Summary

Number of responses: 3

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 3 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 3 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Justeen Felt very comfortable, very lovely lady. Didn't feel judged at all.

Woman was really friendly. Felt really comfortable. Thanks :)

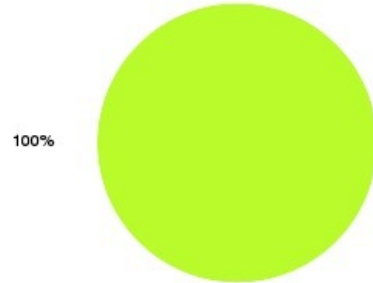
They are really kind and treat you with respect.

Sexual Health - Specialist Menopause (Hull) Summary

Number of responses: 2

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 2 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

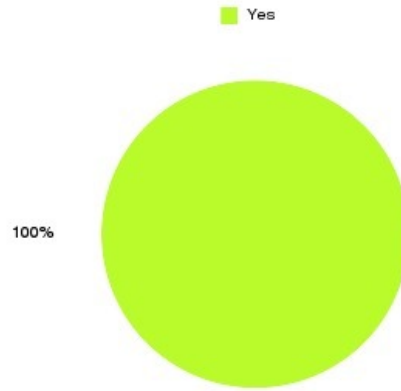
KM Very caring, Kay listens and is so personable, more staff like Kay please! Nothing to improve on.

TW Very kind staff made me feel very comfortable.

Additional Questions

Do you feel you have been treated with dignity and respect?

| Answer | Amount | Percentage |
|--------|--------|------------|
| Yes | 34 | 100.000% |



Sexual Health - Ultrasound (Hull) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Sexual Health - Unplanned Pregnancy Service Summary

Number of responses: 31

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 30 | 96.774% |
| Likely | 1 | 3.226% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 31 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Made clear of what to be aware of.

Lesley Very supportive and helpful throughout.

Very understanding.

Very friendly and reassuring; everything explained clearly. Excellent service.

Very helpful.

Very friendly and nurse made me feel at ease, everything explained well.

Friendly staff. Lots of advice. Made the experience easier. Thank you x

Well looked after.

Everyone made me feel extremely comfortable & well-informed. No judgement and I felt very supported during what was a difficult time. Thank you.

Nurse Leslie was really friendly and comforting. Thanks!

I felt at ease with Lesley and was always comfortable with her. She explained everything so I understood. 10/10

The initial wait for the appointment was a very long wait but then days of the appointments all 3 nurses have been extremely helpful and calming about the whole process.

I felt the staff genuinely cared and were non-judgemental. Felt 100% supported and armed with all the necessary information.

Lovely, friendly staff, made the situation so much easier for me!

Friendly staff and good facilities.

Compassionate

Kind and friendly staff. Thank you.

Extremely helpful, really friendly and made me feel really comfortable.

Very friendly, made me feel at ease.

Everyone was very polite and helpful.

Friendly and understanding staff. Fast and reliable service.

Very helpful and non-judgemental.

Very informative. Made me feel comfortable.

Friendly and super helpful staff.

Sexual Health - Vasectomy (Hull) Summary

Number of responses: 30

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 28 | 93.333% |
| Likely | 2 | 6.667% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 30 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



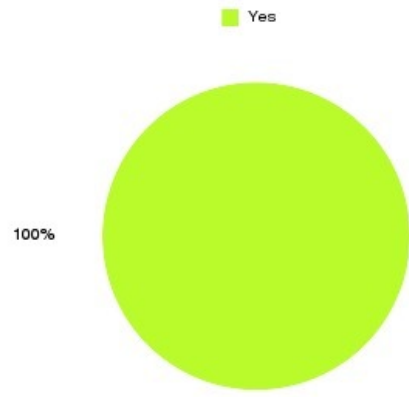
Comments

| |
|--|
| Dr Brotherston, Justeen & Charlotte Both made me feel really comfy, very chatty and kept me calm all the way through the procedure. Thank you. |
| Tonian was great - explained whole procedure well. |
| Dr Alli/Michelle/Tonian Dr was nice and friendly. Quick and efficient service. |
| Dr Alli/Michelle/Tonian No pain. Good doctor. |
| Dr Alli, Michelle and Tonian Was very nice and helpful and minimum pain. I'm very happy. |
| JB/Charlotte/Tonian Happy and helpful staff. Really friendly. Explained everything clearly. |
| JB/Sarah/Tonian Very good at putting me at ease, by the end I was very relaxed. |
| Counselling - Tonian Got told everything I needed to know. |
| Counselling - Tonian Very straight forward and understanding. |
| Counselling - Tonian Nothing could be improved, everything was straight-forward and helpful. |
| JB/Sarah/Tonian Very painful at first with the first tube. 2nd tube was ok. Heat sealing stung. |
| JB/Sarah/Tonian The fast and efficient procedure. Pain free just uncomfortable. |
| Tonian Explained everything fully. Very friendly. |
| JB, Sarah & Tonian Doctor and nurse were both very professional, both made the procedure as smooth as possible and helpfully made good conversation throughout. Thank you. |
| Member of team was very reassuring and clear about every step and made me feel very relaxed. |
| JB, Charlotte & Tonian Quieter than expected. Made to feel comfortable throughout the procedure. Slight pain at times but quickly rectified. Slight discomfort with the handling of the area but not unbearable. |
| JB, Sraah & tonian Both very friendly. |
| Two lovely people made it very easy. |
| JB, Sarah & Tonian |
| JB, Sarah & Tonian Very pleasant staff. Excellent hygiene & lovely ceiling tiles :) |
| Tonian Happy with service, explained everything in detail. |
| Dr Alli, Charlotte & Justeen Friendly staff, polite and caring. |
| Tonian Made an awkward procedure seem relaxing! :) |
| JB/Charlotte/Tonian Very helpful and calming staff. |
| JB & Charlotte Friendly staff, made to feel comfortable. |
| The visit was good, the doctor and nurse were excellent. Dr Alli is friendly and professional. |
| Dr Ali, Michelle and Justeen Very relaxed and everyone made me feel very comfortable. |
| Dr Ali, Michelle and Justeen Relaxed atmosphere made me the experience good. Staff showed dignity and respect and professionalism at all times. |
| Dr Ali, Michelle & Justeen Everything was good, staff was very friendly and helpful. |
| Dr Alli, Michelle & Justeen Brilliant service. Doctor had great sense of humour. |

Additional Questions

Do you feel you have been treated with dignity and respect?

| Answer | Amount | Percentage |
|--------|--------|------------|
| Yes | 5 | 100.000% |



Sexual Health - Women's Health (East Riding) Summary

Number of responses: 0

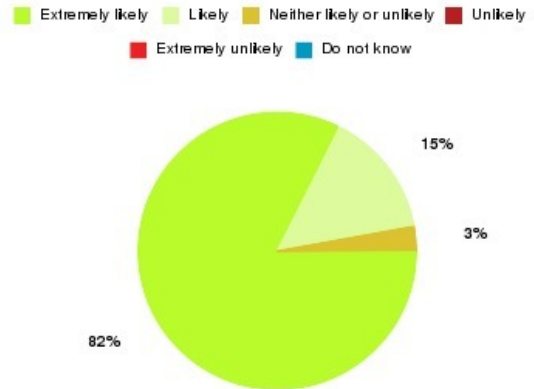
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

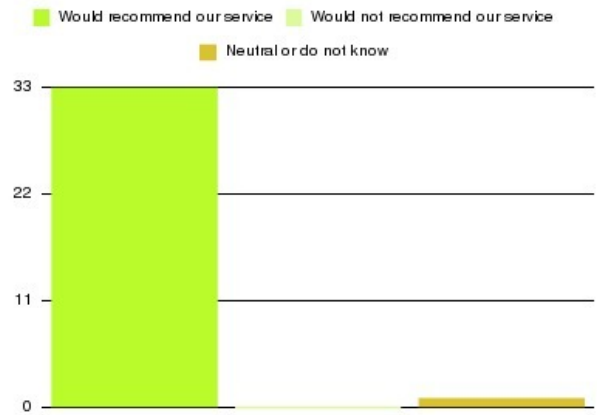
Sexual Health - Women's Health (Hull) Summary

Number of responses: 34

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 28 | 82.353% |
| Likely | 5 | 14.706% |
| Neither likely or unlikely | 1 | 2.941% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 33 | 97.059% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 1 | 2.941% |



Comments

Dr Ajith - OP I have already recommended family to call and self refer to community team. They are convenient to come to, placed in surgeries; from walking through the door each staff member/professional I have seen have been polite with a more relaxed attitude than you get at hospitals. It hasn't felt rushed, either of the appointments I have attended. I'm not sure how it can be improved, I'm told a rough estimate when my next appointment is so I know in plenty of time in advance and they have text service reminders which is great.

Ajith - OP Dr Ajith was very respectful and I felt very informed through the whole process. They listened to my worries and supported me through the procedure.

JB, Sarah The staff & Dr Brotherston were absolutely great, put you at ease & made you feel important. Great service given.

Dr AJith & Colleagues were sensitive, understanding and helpful. I'm extremely grateful to have found the service. To have PMS really understood is a welcome change and relief.

Dr Ajith - OP Everyone was so welcoming, friendly and polite, doctor was supportive of everything I had to say and gave me best options to choose from. More people like this should be working for the NHS.

JB Lovely staff, extremely helpful. Was informed of cancellation so I could get an earlier appointment.

Dr Ajith Happy with the service. Good communication from staff. Made to feel comfortable and time given at end of procedure to feel well enough to go.

JB Made to feel very comfortable and at ease.

Dr Ajith - OP Very kind and helpful. Explained everything clearly.

Dr Ajith - OP The nurse was friendly and made me feel comfortable. The doctor explained my condition in a way I can understand.

Dr Ajith - OP Fantastic service everyone was so kind and helpful. Thank you.

Dr Ajith - OP Cannot praise the service highly enough.

Dr and nurse both very kind, sensitive and understanding made me feel relaxed and listened to. Thank you.

Dr Ajith - OP Nothing, brilliant.

Dr Ajith - OP I was made to feel very comfortable, doctor and nurse were very friendly and made me feel at ease. I would highly recommend this service.

Dr Ajith - Orchard Pk Doctors explains really well and is very softly spoken.

Dr Ajith - OP Clean & tidy waiting area. Helpful staff on reception. Nurse and doctor friendly and informative.

JB People are nice and friendly. Waiting times/lists could be improved.

Mr Biervliet and Sarah Lovely, friendly service.

Friendly nurse and doctor. Explained all treatment options.

Kay Merritt Kay has been great, got me on the right medication, very easy to talk to. I am very pleased how things have been resolved.

Support staff were amazing. So kind and supportive and informative in Dr Brotherston's clinic.

Mr Biervliet & Sarah

Dr Ajith - OP Was not waiting too long. Everyone was friendly.

Mr Biervliet & Sarah Wasn't waiting long to be seen but felt appointment didn't go to plan.

Mr Biervliet & Sarah The nurse was lovely. The Dr was really nice. Felt at ease.

Mr Biervliet & Sarah I was made to feel at ease.

Mr Biervliet & Sarah Little to no waiting time. On time appointment. Focused service.

Mr Biervliet & Sarah I have struggled to get an appt with my GP with gynae. I felt supported and part of the decision making process.

JB Very friendly - took time to listen.

Dr Ajith - OP Quick. Friendly.

OP - Dr Ajith This service has helped a lot, I felt listened to and my concerns were acted on in a good time scale. Other problems have

been found and these have started to be looked into also. I have no complaints.

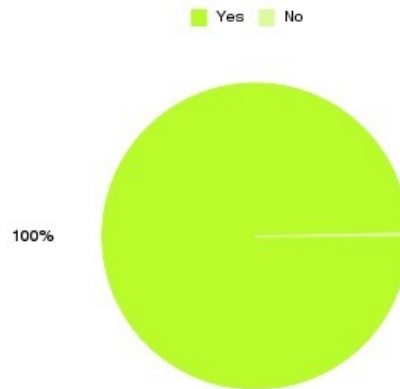
Dr Ajith - OP Very good service, great staff especially Jackie Overton, very professional.

Dr Ajith - OP Great centre. Staff very friendly. Wasn't waiting long to be seen. Seen by doctor and happy with result.

Additional Questions

Do you feel you have been treated with dignity and respect?

| Answer | Amount | Percentage |
|--------|--------|------------|
| Yes | 249 | 99.600% |
| No | 1 | 0.400% |



Smokefree (Hull) Summary

Number of responses: 25

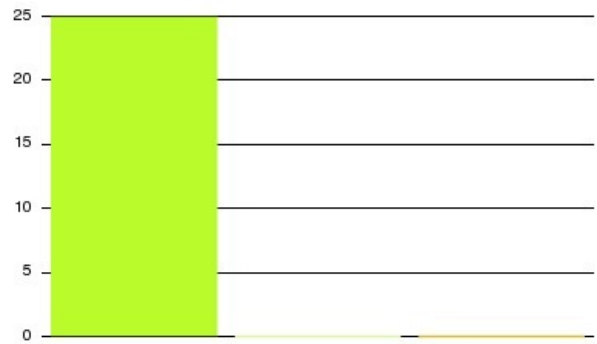
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 24 | 96.000% |
| Likely | 1 | 4.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 25 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Good support at home. SP COPD Home Visit.

Really grateful for the service. I couldn't have done it without the champix. Completely smoke free now and will never smoke again. Thank you EM Unity

It helped me, advice was good. Can't stop at the moment but know they'll come back when I'm ready. SP COPD Home Visit.

I thought the service was good. They were alright with me. Explained things well and to the point. Positive adviser helped. EM Unity

Great advice, encouragement and motivation 10/10 EM Orchard Friday

It is a good service if people are willing to stop. They help you all the way. Thank you for your help. EM New Hall

A good service really, well I have stopped 3 months so it is good ! EM Orchard

Elliott Chappell Mhairi Rees stop smoking specialist "Really really helpful attending every week. Champix spot on. Mhairi's support was fantastic."

I don't think that they could be any improvement EM Orchard

Lovely staff really knowledgeable, and helpful Champix is what helped me to kick my thirty a day habit. If i can do it anyone can do it. Cwilson

Excellent service really good at helping me recognise when and why i wanted to smoke and when there were times i was just smoking for smoking sake . Really good clinic times and the appointments were useful due to me working in the town. Give it a chance , even if it is your second , third or fourth attempt . Chelsea was really motivating and pointed out that i am my biggest competition which i referred back to every time i felt like caving in.

Really easy to get on with, really passionate about helping people stop smoking and even when i was having a really hard day and problems at the pharmacy getting my patches which were not in stock, Chelsea called around and sorted it all out for me. I would recommend this service to anyone wanting to stop smoking.

Everything is excellent. Champix has been very important to my quit. Kingston EM

Friendly helpful advice. Questions answered. Very supportive. My experience was positive. Bilton, DM.

It worked for me. I quit and the service was brilliant. Thank you Emily Clifton

The service is great. Thank you for being there for me. Orchard Friday Emily

All helpful to tell the truth. I like that it was one on one. Everything was brilliant. New hall EM

It is really helpful, good advise. If you are really not happy and want to stop you can get the support from the advisors. Thank you for all the advise and support. Clifton EM

I wouldn't have stopped without your help. The champix has been good but the support has been even better. If I'd just got the tablets from the doctor without speaking to someone it wouldn't have worked. Thank you very, very much. SP COPD Home Visit.

Staff (David) were fantastic. Well informed and very pleasant. So glad I came in to stop. Highlands, DM.

Emily has been very helpful. I feel the support has made me more motivated to quit as I felt I would be letting her down as well as myself if I started smoking. Very good service New hall

Useful to answer questions. Good to get nicotine patches. Freedom Centre, DM.

what was go about your visit and what could be improved? Help and back up from Mhairi very much appreciated. More privacy might be of help to some. The Hub @HRI Mhairi Rees stop smoking specialist

What was good- talking about the damage cigarettes can do to your health. The adviser was very helpful and understanding in different situations. Thank you very much for your help - it works! Elliott Chappell Health centre Tue eve clinic Mhairi Rees stop smoking specialist

I think it is brilliant. I couldn't have done it without you. Thank you EM Orchard Mon

Smokefree (Knowsley) Summary

Number of responses: 66

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 65 | 98.485% |
| Likely | 1 | 1.515% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 66 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Very caring and understanding, the staff helped me to go at my own pace. Nothing to improve.

Everything explained in depth. lovely friendly service PAUL

no improvement needed. very friendly service PAUL

I feel very comfortable coming in to see helen every week she puts me at ease (helen)

Fantastic service

Very happy with service. Nothing to change DH

its great that if you cannot make one venue you can go to another to get your mouthsprays thank you (helen)

fantastic service

Back to try again. Advisor really helpful

thank you so very much for all your support im extremely grateful (helen)

I found coming in to see helen at nutgrove great and easier to help me quit I had moments where I wanted to quit but getting a co reading and seeing helen helped (helen)

All is great happy to drop in each week

thanks hel ya doing a great job keep up the work (helen)

thanks for your call and advice on the digital service I will give this ago as I work a lot (helen)

thank you for not giving up on me you are an angel (helen)

great service has always been here for me each time I have quit thank you helen for all your patients and encouragement (helen)

Paul is very good and attentive to my requirements which has made quitting without this invaluable service. Thank you. PAUL

I Liked the fact I have the same advisor Becky weekly, who I can build a good relationship with regarding my quit attempt for me and my unborn baby, which I feel makes it a lot easier for me especially as I further with anxiety and struggle meeting me people. BH

to have someone to talk to and help me. I would recommend anyone to come and get help to stop. also just knowing that I can come and have someone to talk to. PAUL

im made up I came to see helen at north huyton now feel great now I have quit smoking never thought id do it (helen)

I like the encouraging phone calls DH

thank you for not giving up on me (helen)

I could not have done this without coming here to nutgrove to see helen to help (helen)

thank you for all your help im so happy that I have quit thanks helen for all your help and encouragement (helen)

I could not do it without someone to chat to and get support from, couldn't fault the service RW

everything was good today', I managed to quit and had lot's of praise, just need it to keep going. RW

im now quit thank you for all your help (helen)

Explained very well. don't think the service can be improved. PAUL.

I like to drop in weekly for support DH

Its great I can drop in to a different venue if I miss my appointment DH

The advice and support I get to help me stop smoking is good and really helps. PAUL

Good advice and non judgemental. PAUL

I like dropping in weekly for support

I was happy that after a week of trying the inhalator and not liking it I was able to try another product at my second visit, also told on my visit that I can contact my advisor if I have any problems reassured me for the future incase I dont get on well with the mouthspray. BH

I was happy the way I was offered a home visit which I could let my advisor no if I was going to me in my mums or boyfriends and she would come see me at either which was really helpful. nothing to be improved BH

Phil never gave up on me and i have not smoked for over a year now.

I have nearly completed the champix I would like to say thank you for your help and support also advice and encouragement throughout my visits (helen)

although I am on a reduction plan I am really happy how far I have come and its all thanks to your support and encouragement (helen)

The support from my advisor throughout my course and the home visits were great, I couldn't of done it without her. BH

(text msg) thank you for asking and keeping in touch (helen)

you have done a fantastic job I have changed a lot (helen)

If I miss an appointment I can drop in another day

Easy place to get to and very helpful advisor who has supported me and my wife so that we both havent smoked for 3 months Phil

Good venue for me to attend after work and great advice given out Phil

great service friendly staff (helen)

quit buddy client 6 months follow up phone call - thank you for all your calls and keeping intouch (helen)

Nothing could improve this service! PAUL

great, friendly and very supportive advisors. always there to help and offer really good advice. Angela

I was given good advise and felt motivated when I leave the session, very friendly staff. RWest

Excellent help provided. always there to listen and advise. Nicola Storey

thank you for the phone calls I will be coming back in to see you again (helen)

thanks for your phone call I appreciate it (helen)

a very flexible friendly service provided (helen)

thanks you helen for being there for me I am on reducing programme and I have come so far with all your help I am determined thanks to your encouragement each week (helen)

I like the service very much as the staff are approachable and non judgemental, I couldn't do it without going to an advisor. RWEST

quick responses when I have text I could not make the group helen contact me straight away. and sorted my issue out thank you helen (helen)

I am grateful for the text message reminders (helen)

thank you helen for helping me (helen)

excellent service I would recommend to everyone who wants to quit smoking (helen)

I like coming to the stop smoking service as it keeps me on track and knowing I am going to blow in the machine scares me I don't want to let myself or my family down. the staff are very friendly and I feel we can talk about everything. Rw

I think this service is a life saver, having had cancer my consultant said me quitting has made his job easier and he was delighted I had quit. without this service I couldn't have done it. I don't see how it can be improved. RW

very friendly staff easy to talk to and listen to what I have to say. R West

thank you for getting me so far I could not do it without all your encouragement and support

just keep up the great work (helen)

I have been to the servie in the pharmacy although they were helpful and idid quit smoking I feel more comfortable coming to helen here a north huyton resource as I receive a more quality time and get to actually see my co readings each week, idont feel rushed as she has time for me (helen)

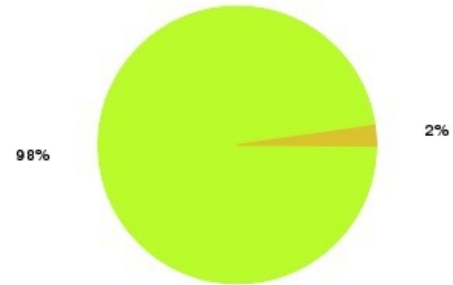
thank you for all the encouragement I feel I can really open up to you (helen)

Smokefree (St Helens) Summary

Number of responses: 43

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 42 | 97.674% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 1 | 2.326% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 42 | 97.674% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 1 | 2.326% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Excellent service, Can't really fault anything.

Really nice and friendly, helpful staff. They are pleasant and very capable when doing their job. Sue is very good.

excellent service, great staff.

Really nice and friendly. Helpful staff, pleasant and very capable when doing their job. Sue is very good.

Excellent service, can't really fault anything.

A pleasant experience - well received and professionally administered.

Quick, helpful and friendly service.

It is a year since I stopped smoking. The help and support and friendly attitude of the staff has helped me enormously. Thank you.

I would not alter anything

Good advice and the nurse listened to me. Good follow up appointments.

Extremely welcoming, great service, very supportive staff.

The staff are so friendly and helpful and supportive.

Very helpful, been trying for years now every time I come back I get their full support. One day I will do it! Feeling confident!

Fantastic service

They are really friendly, helpful and full of smiles everytime I go in.

They explain things to you so you understand.

Great having the door open all the time as it makes you feel more welcome to walk in.

Nothing to change. I like the door left open it invites you in.

I like the fresh air

As a customer I feel my privacy is invaded as people are looking at me through the open door and can hear my conversation.

Felt a failure coming in again to try again, but was soon motivated into another quit attempt. Speaking to Sandra was very helpful.

Love coming here, really friendly and helpful, especially Sandra. She is so lovable. Linsey.

Got me to quit. Very good service

Non judgemental and tolerant of repeat visitors

Friendly, supportive staff

Lovely creative resources, fabulous visual resources to get the points across to the children. Marie gave lots of time for them to ask questions and had a lovely interaction with them. Thank you!

Fantastic information and resources. It was a brilliant session and very child friendly, making it super enjoyable and inclusive for everyone.

I think the receptionist are friendly and helpful and also the staff are informative.

Friendly staff and good advice.

You were very helpful to me.

Staff are friendly and helpful

I have found it helped me with packing in smoking and guided me as to which treatment I needed.

Clean place to come

Friendly advice

Good advice and friendly support

Excellent advice and it has given me the confidence to succeed.

Staff very nice and helpful

No words, just very happy

Wonderful service that is offered

I came to the service a while ago and didnt manage to stop smoking didnt think I could come back but when i came back I saw Sandra and she was so welcoming and made me feel so at ease and not ashamed for starting again, now Im 4 weeks quit and feeling good , I couldnt have done it without the help and support of Sandra who always makes me feel good about myself, so thankyou so mch

Excellent service I see Sandra who is amazing and so patient

Marie was extremely patient and tolerant with our learners, who find it difficult to engage with services. She provided a very good lesson answering all the questions that the pupils asked. She also encouraged them and their families to seek help to stop smoking. The pupils really enjoyed the lesson.

I think the tobacco education lesson was really good, and I will now ask my mum to try to quit again.

Specialist Palliative Care Services (EOL) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

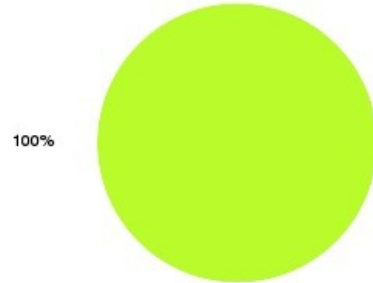
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Speech and Language Therapy (East Riding) Summary

Number of responses: 7

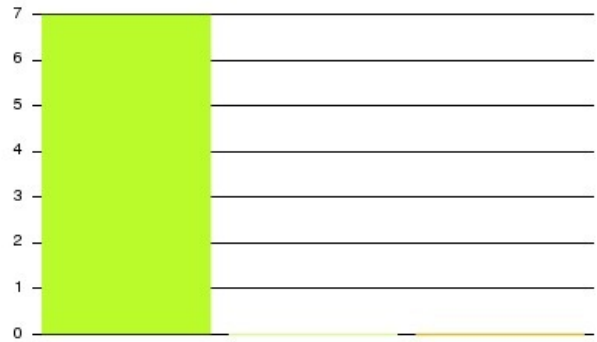
| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 7 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 7 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Hessle Ability to listen to complaint/symptoms. Very helpful.

Hessle Professional, friendly and clearly explained all aspects of the procedure. Could not have asked for anything better.

The service was beneficial there was lots of questions on how I deal with my condition for which I was happy to answer. I would recommend the service.

Extremely good thy watch the resident. Swallow and eat, carefully then made a good decision and spoke to the staff and explain things well and clear.

Hessle I was very happy with my visit and people connected with the Speech and Language Therapy.

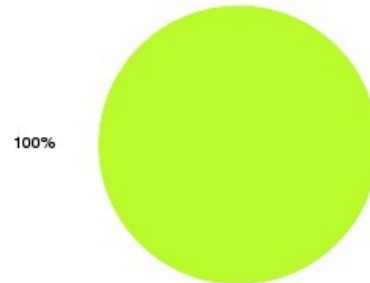
"Trish" is a wonderful young lady who has got more from G than anyone, he enjoys her company and his words came better with her. We hope that she will continue to help him, with his speech and his smile. Thank you Trish from the bottom of our hearts.

Speech and Language Therapy (Hull) Summary

Number of responses: 4

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 4 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 4 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

After many weeks of past tense working with my husband Rob, Trish has developed a wonderful relationship that Rob trusts and works well with Trish. His confidence has grown over the weeks which is due to the guidance and enthusiasm of Trish. Thanks it's invaluable to him.

We were very happy with the visit. Laura and Louise were very kind and caring young ladies, and we have found the advice and tips for Terry's eating and drinking, very helpful. Your sincerely.

It was very relaxed and thorough - plenty of information given and all aspects of my husband's illness was covered. Laura was very friendly and professional, we walked away saying what a welcoming clinic. There didn't seem to be anything to be improved on we felt safe and confident with all the help given.

TB Nursing Team - East Riding Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

TB Nursing Team - Hull Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Telehealth Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

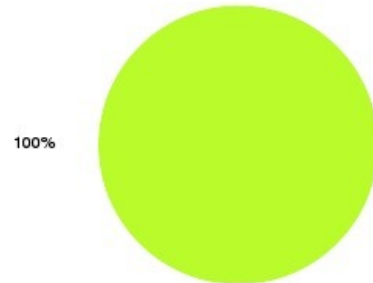
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Tissue Viability Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

Extremely likely Likely Neither likely or unlikely Unlikely
Extremely unlikely Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Would recommend our service Would not recommend our service
Neutral or do not know



Comments

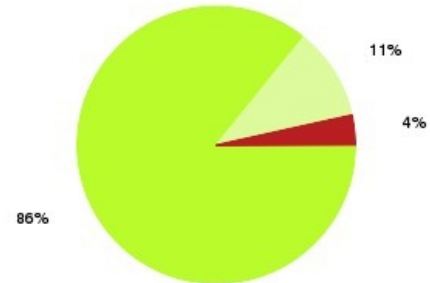
The nurses are always very good with the treatment but as so often occurs the dressings they need to do their job are not in stock

Treatment rooms (Hull & ER) Summary

Number of responses: 28

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 24 | 85.714% |
| Likely | 3 | 10.714% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 1 | 3.571% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
 ■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 27 | 96.429% |
| Would not recommend our service | 1 | 3.571% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
 ■ Neutral or do not know



Comments

Ian (Patrick) is very professional. I have been given good treatment and very good advice. They are very happy to help.

Very Informative and helpful.

Very friendly atmosphere, explained everything felt very relaxed. Would recommend to family and friends.

Polite and helpful.

Newington HC Very good service, on time. Friendly and helpful staff. Good parking facilities. Very good layout, clean and excellent treatment.

Parking!

The service has been brilliant.

Able to talk about the care given, ask for recommendations and being listened to.

Very attentive talked to us about what was happening. Clean. Always smiling.

Bridlington Staff very friendly and put you at ease when you are worried.

Brilliant always very helpful and can't do enough to help you.

Bridlington Friendly and efficient staff.

Bridlington Excellent service provided by district nurse.

Bridlington Very good service. Job well done without any pain.

Bridlington

Longhill HC Nice clean surroundings. Friendly people and prompt.

Very friendly and helpful

Friendly, professional, great advice from Tina. Nothing I would change.

The nurse was kind, they did everything. Good and I don't think anything can be improved.

Morrill Street Pleasant, friendly and informative.

Bransholme Prompt, courteous and professional treatment.

Bransholme Lovely nurse put me at ease. I was very nervous beforehand but Tina was fantastic, explained everything. Extremely pleased.

Ear syringe Kim was very helpful and resolved my issue quickly.

Withernsea No baby changing.

Withernsea Has never had a bad experience whilst attending.

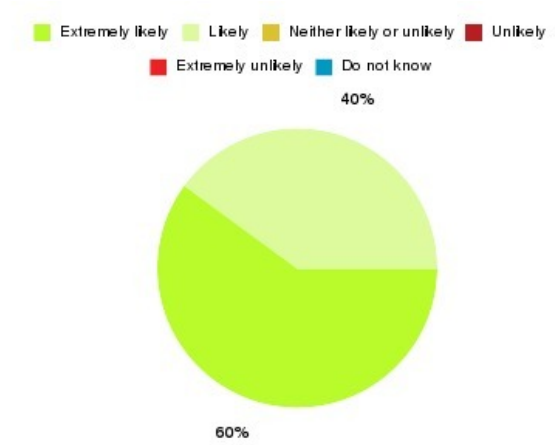
Withernsea Everything during my visits has to be applauded, from the friendly, smiling staff on duty at reception desk to Debbie Cass the nurse in attendance, I have nothing but the highest regard and appreciation.

Withernsea

Volunteer Hub Summary

Number of responses: 5

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 3 | 60.000% |
| Likely | 2 | 40.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 5 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |



Comments

Lovely, friendly people.

Very friendly staff.

It is a very nice informal chat which didn't make me feel nervous.

Very inviting staff, made me feel at ease and welcome. Caridad is very approachable and made me feel very at ease - thank you.

Nice, friendly staff.

Weightwise Summary

Number of responses: 30

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 25 | 83.333% |
| Likely | 5 | 16.667% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

Extremely likely Likely Neither likely or unlikely Unlikely
Extremely unlikely Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 30 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Would recommend our service Would not recommend our service
Neutral or do not know



Comments

It could not be any better really helped change my life, Tina is amazing thank you.

Always friendly, helpful and willing to listen.

She can now help me with my weight and my eating

Given ideas of new things to cook and try. Now like sweet potatoes, new seasonings and flavouring. Enjoyed the group. Been really good.

No improvement, staff is excellent and Tina is amazing. Good laugh and definitely excellent recipes. Fabulous service.

Lots of useful information which made sense. Improved my knowledge of how to eat well and loose weight. I don't think anything could be improved. All sessions were well presented and relaxing too.

Elliott Chappell As usual, a very supportive service thanks for all your help.

Sarahann - Orchard I learnt far more from doing the course than I could have ever imagined at the start. The sessions were clearly explained, well structured and gave me (and the others) the knowledge to change a lot of my eating habits and patterns. I am far more focused on my weight loss because of it.

Nutrition - Sarahann I have been doing this course for the last few weeks and I have found it really, really interesting. Everything that has been included has made me realise where I have been going wrong or what I could do to make slight changes that will hopefully be very effective. As soon as I get home each week I am straight on the phone to speak to my mum and dad to pass on what I've learnt so it is helping the whole family. Thank you.

Elliott Chappell - Gill Mann Nothing could be improved. Very good service all round. Thanks.

Dietitian - OP Thoroughly professional & informative. Provides guidance and support on weight loss. Helping me to achieve my goals. Refocuses me when needed. Good locations and facilities.

Gill Mann - EC Very friendly and informative.

Gill Mann - OP Gill very understanding about health issues I have had recently.

Gill Mann The staff are very friendly and supportive, not at all domineering. I got the feeling that they really want you to achieve the goals they helped you set - armed with the "tools" they have given you. Excellent service! It's turned my life around.

Nutrition Would be better if fewer weeks but longer sessions.

Balfour Comm Centre Everyone was friendly. Helpful ,advice on how to avoid the pit falls. No-one made to feel a failure. If facilities could be made to be able to buy a drink if you arrive early.

Gillian Mann - EC Information given. Empathy shown. More appointments out of working hours would be good.

Gillian Mann - Elliott Chappell All the consultants very friendly and easy to talk to, can't fault them.

Gill Mann - OP Good service.

I feel that the course could be consolidated more. Some subjects can be taught together - it felt a bit disjointed. Enjoyed the sessions with Jo and the other people present.

Informative and everyone gets to put their ideas across. Anyone can ask questions at any time. Some weeks could be joined together as they work better.

I found it very helpful.

Was nervous about coming, felt very welcome and have understood all information so far. Look forward to the next 6.

Was nervous about coming, felt very welcome and have understood all information so far. Look forward to the next 6.

Cooking - Lemon Tree Being taught quick, easy cooking. Much healthier than shop bought by very friendly staff.

Cooking - Lemon Tree

Gillian Mann - Orchard Centre

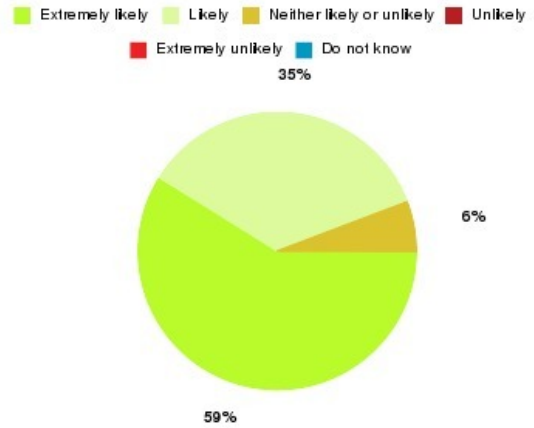
Gillian Mann Detailed information, kind responses, very informative and helpful.

Really supportive and helpful people. Friendly and encouraging. Great service would definitely recommend it.

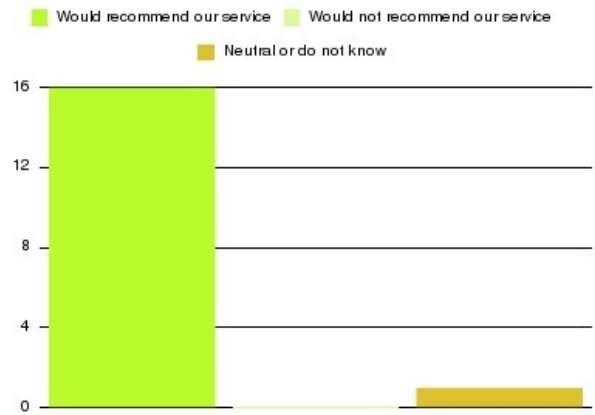
Weightwise Extra (Childrens) Summary

Number of responses: 17

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 10 | 58.824% |
| Likely | 6 | 35.294% |
| Neither likely or unlikely | 1 | 5.882% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 16 | 94.118% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 1 | 5.882% |



Comments

Rebecca didn't shout at me because I had forgotten to exercise. Rebecca made me happy when she was proud of me.

I did exercise

Going in the gym and exercising. I have learnt new exercises and skills.

Making more friends, gained confidence, makes me happy, helps keep me motivated and I enjoy because I like Rebecca and she helps to motivate me and makes it enjoyable. Rebecca makes me feel comfortable and included.

Oakfield School Help you eat food healthy good how to exercise.

Oakfield School It was good because I learnt things that I never knew was in drinks.

Oakfield Healthy food. Exercise.

Oakfield The group really responded well to Jackie & Rich who facilitated the course. Was very informative and the pupils got a lot out of the course.

Oakfield School To stick with the things we are meant to do. It was good because it shows you how to be healthy.

Oakfield School Information shared regarding food/exercise was extremely informative and educational for pupils. Children engaged well and will use info provided as a tool to make healthy food choices in the future.

The group really responded well to Jackie & Rich who facilitated the course was very informative and the pupils got a lot out of the course.

Rich McWatt & Jackie Stockdale - Oakfield School Information shared regarding food/exercise was extremely informative and educational for pupils. Children engaged well and will use info provided as a tool to make healthy food choices in the future.

Rich McWatt & Jackie Stockdale - Oakfield It was good because I learnt things that I never knew was in drinks.

Rich McWatt & Jackie Stockdale - Oakfield School To stick with the things we are meant to do. It was good because it shows you how to be healthy.

Richard McWatt & Jackie Stockdale - Oakfield Help you eat food healthy. Good now to exercise.

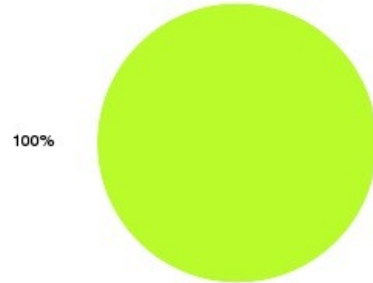
Rich McWatt & Jackie Stockdale - Oakfield Healthy food. Exercise.

Withernsea 8 to 8 Centre Summary

Number of responses: 4

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 4 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 4 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

Complimented receptionist on handling a patient who was very angry, he was shouting for a nurse - used very bad language in front of patients and myself who was waiting for my wife! The receptionist calmed the situation and offered the 111 telephone to the chap. This was a few weeks ago now. I will speak to the staff member next visit.

Fantastic support from reception team & nurse, really helpful & superb communication.

Helpful, friendly reception - moved from Leeds. Helped with 11 process.

On holiday and given excellent care by nurse.

Wound Clinic (Goole) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Wound Clinic (Hessle) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

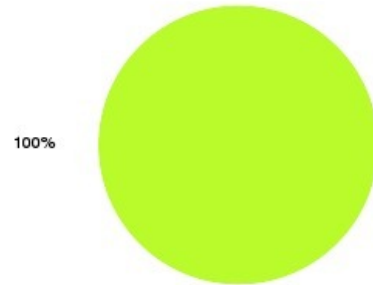
| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

Wound Clinic (Hornsea) Summary

Number of responses: 2

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 2 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
■ Neutral or do not know



Comments

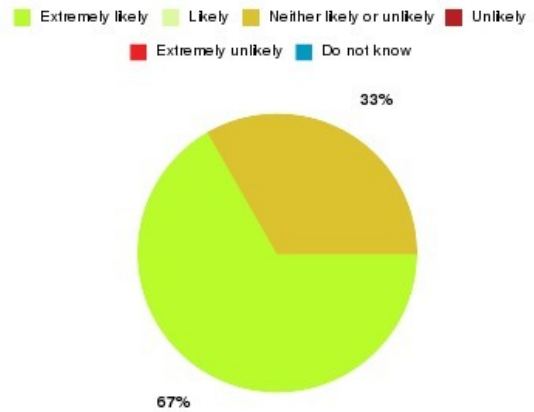
Reception staff The staff here were so helpful, setting our minds at rest about appointments, procedures. Just what a Cottage Hospital should be like!

Every nurse was extremely helpful, caring and sympathetic. Their attitude gave us confidence in recovery and we would not have any hesitation if it was necessary to go again.

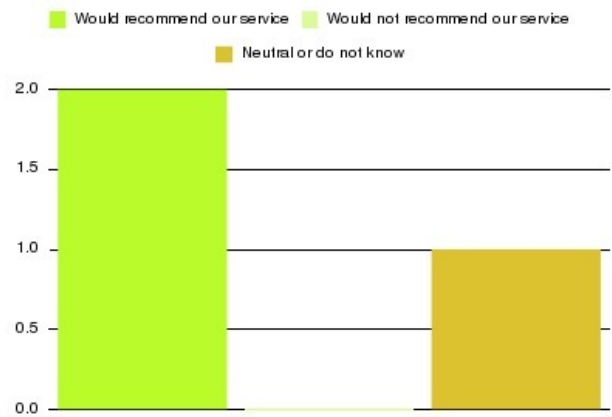
Wound Clinic (Macmillan Wolds - Bridlington) Summary

Number of responses: 3

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 2 | 66.667% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 1 | 33.333% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 2 | 66.667% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 1 | 33.333% |



Comments

Thornton Ward Need a clock *temporary clock placed in waiting area in response to comment.

Thornton Ward Everything ok.

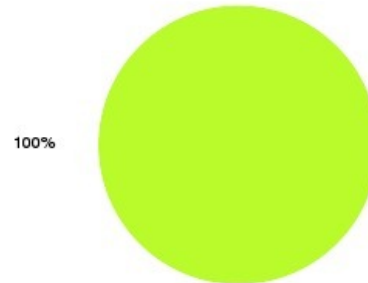
Nice friendly staff willing to do anything for the comfort of the patient.

Wound Clinic (Withernsea) Summary

Number of responses: 1

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 1 | 100.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ Extremely likely
 ■ Likely
 ■ Neither likely or unlikely
 ■ Unlikely
 ■ Extremely unlikely
 ■ Do not know



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 1 | 100.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |

■ Would recommend our service
 ■ Would not recommend our service
 ■ Neutral or do not know



Comments

From the receptionists and following on to the Wound Clinic, I would like to thank and compliment all the nursing staff who showed EXTREME professionalism and kindness at all times. They made my visits comfortable and were very helpful and informative. Thank you!

Wound Clinic/8-8 (Driffield) Summary

Number of responses: 0

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 0 | 0.000% |
| Likely | 0 | 0.000% |
| Neither likely or unlikely | 0 | 0.000% |
| Unlikely | 0 | 0.000% |
| Extremely unlikely | 0 | 0.000% |
| Do not know | 0 | 0.000% |

| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 0 | 0.000% |
| Would not recommend our service | 0 | 0.000% |
| Neutral or do not know | 0 | 0.000% |
