

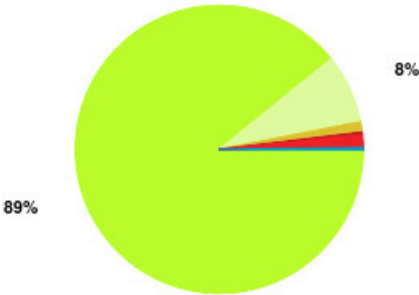
Monthly Report June 2020

Overall CHCP CIC Summary

Number of responses: 349

Experience	Amount	Percentage
Very good	311	89.112%
Good	27	7.736%
Neither good nor poor	4	1.146%
Poor	1	0.287%
Very poor	5	1.433%
Do not know	1	0.287%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	338	96.848%
Very poor & Poor	6	1.719%
Neither good nor poor & Do not know	5	1.433%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Access Plus Service - Bransholme Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Access Plus Service - East Park Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Access Plus Service - Quays Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Access Plus Service - Springhead Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Active Recovery Beds - ER Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Anticoagulation Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Lisa M - The nurse went through everything with me, including diet, a lot of useful information about my condition, and how I should act if i have some reactions.

Beverley UTC Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Bladder and Bowel (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Bladder and Bowel (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Bridlington UTC Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

My daughter had an accident which resulted in a fractured shoulder, the nurse Kerry was fantastic as it could have been a very scary experience with the PPE for an 8 year old but she instantly put my daughter at ease.

Cardiac Rehab (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

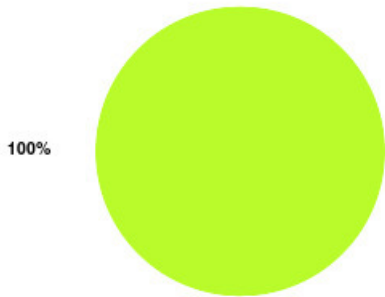
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Cardiac Rehab (Hull) Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Confidence gained, always looked forward to attending. Staff were brilliant.

Care Co-ordination Hub (247111) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

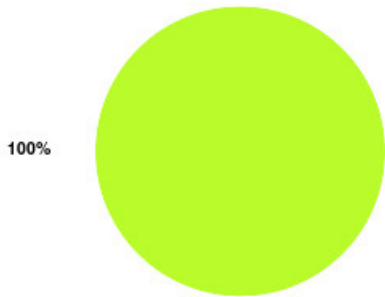
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Carers' Information and Support Service Summary

Number of responses: 2

Experience	Amount	Percentage
Very good	2	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	2	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Very helpful and understanding.

I had a very pleasant and informative meeting with Paul. He gave me lots of information which will be very useful for me so I can carry on helping my mam. Great serviced, thank you very much.

CHPL - Bransholme Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

CHPL - Southcoates/Marfleet Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Activity programme (SH) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Children's Nursing Services Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Food Team (SH) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Heart Failure Nursing Service ER Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Heart Failure Nursing Service Hull Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Link Worker - Wigan Summary

Number of responses: 8

Experience	Amount	Percentage
Very good	8	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	8	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

You have been a massive help and now I feel I can sort things out for myself, but I know you are there if I need anymore advice

I struggle with taking in lots of information because of the pain I am in and ADHD. I have understood everything Karen has said today. She has helped me to understand everything that has been said. I also found her really easy to talk to

Your phone call has really cheered me up, I was feeling a little bit down today but you have brought some sunshine to me

Thank you, just having a weekly phone call really uplifted me.

It is really good to know there are people like Karen and Shannon who are there when we need them. I am really thankful for what you have done for my mum and keeping in touch to make sure we are being supported.

It was really nice to talk to Karen I appreciated the phone call so much. I was able to get things of my chest and look for solutions.

I really enjoy chatting with Karen she is such an understanding person. She takes me at face value and does not judge. I appreciate her phone calls checking in with me while I am isolating.

Karen has been a star, when she was first contacted me I was in a very low place after losing my mum. She has been very supportive and a good listener. I am feeling a lot better now and more confident.

Community Nursing (ER) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Nursing (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

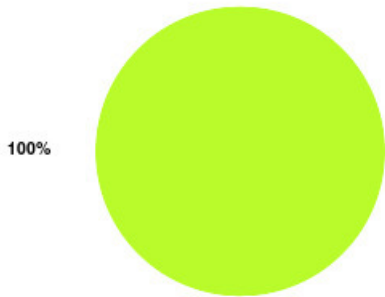
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Rehab - Physiotherapy & Occupational Therapy (ER) Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Nicola Moore (OT) and Balagy Alambra (PT) - NCT Team - I found the service very helpful. The nurse very caring, would certainly want them again, if the needs be.

Community Rehab - Physiotherapy & Occupational Therapy (Hull) Summary

Number of responses: 3

Experience	Amount	Percentage
Very good	3	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	3	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Tracey Lewis (admin) and Louise Elliott (associate practitioner). Thank you so much for all your kindness, support and help showed to my dad during this pandemic. I cannot praise your service enough, you have given my dad his independence back. Very professional in all aspects and prompt service provided. Excellent team/service. Thank you again.

Tracey Lewis & Louise Elliott - Very well mannered, very sociable. Helped me and my wife to become independent, helped in every way. Could not fault the. 10/10 excellent service.

From hospital to home, CHCP service was excellent. Tracy Norman made life easier for me from walking to washing myself, eating and extra rail fitted on stairs and even grab rail on my bed to help me lift up. I was also given a four wheeled trolley to walk and that I would not be without also ramp fitted and large step in and out of conservatory, also toilet made higher. As well what can I say, a thousand percent service. Well done to all.

Community Stroke Team (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Stroke Team (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Ward (ERCH) Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

My dad was transferred from HRI with covid-19. He spent his last weeks near his home, he received wonderful care from amazing staff, he was treated with respect, dignity and love. Near the end I got to spend 30 mins a day with him (full PPE of course) for this, I will always be forever grateful as I got to say my goodbyes. A big thank you to all the staff involved with his care until he died - you all do this day in out in these difficult times and I cannot express enough how wonderful and supportive you all were. Thank you will never be enough. Gold standard care from you all. 'Amazing'.

Customer Services Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

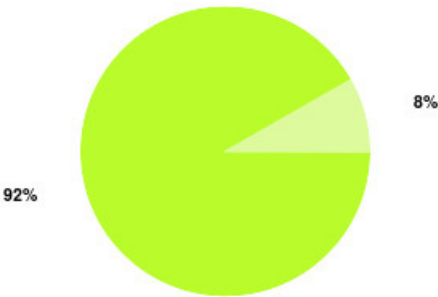
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Deep Vein Thrombosis Summary

Number of responses: 12

Experience	Amount	Percentage
Very good	11	91.667%
Good	1	8.333%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	12	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Friendly and efficient.
Adam/Lisa - It was a late appointment, made 1/2 hour before yet there was no rushing and they managed to get us in for a scan, excellent advice and great service.
Lisa - All very professional and friendly, helpful people. Rules were adhered to at all times.
Lisa - Friendly, all things explained in detail.
Lisa - In 4 words. The service was excellent. Many thanks to both Lisa and Clare. Such friendly pleasant service and attention.
Lisa - From entering building to leaving, everyone very professional, understanding and cheerful with a good listening ear. My treatment was explained at every point and bespoke advice given, an outstanding service. Thank you.
Lisa - Very friendly staff. Caring, explained easily to me so I understood. All the checks gave me peace of mind.
Could not fault the visit, My elderly mum was put at ease the minute she walked through the door. Lisa was extremely kind and very thorough. Thank you so much.
(Lisa) I was looked after very kindly. The nurses were brill. I'm 83 and bad on my legs, but they were great.
(Adam) The staff were all very helpful, polite and very efficient.
Lisa and Lisa - 10/10 excellent, both Lisas and receptionist and ultrasound radiographer. Top marks, very efficient and professional. Don't know how you could improve!
Lisa & Helen - Very professional, competent and, above all, humourous and kind. They made a potentially stressful event bearable. They are both a credit to the NHS.

Dental - Beverley PDS Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Dental - Bridlington CDS Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Dental - Driffield PDS Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Dental - Goole CDS Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Dental - Goole PDS Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Dental - Highlands CDS Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Dental - Jameson Street PDS Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Dental - Orchard Park CDS Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Dental - Pocklington PDS Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Dental - Withernsea PDS Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Diabetes Podiatry Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Diabetes Service (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Drifffield 8-8 Centre Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

East Riding Frailty Team Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

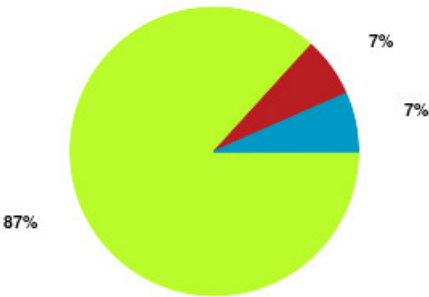
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Eating Disorders Summary

Number of responses: 15

Experience	Amount	Percentage
Very good	13	86.667%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	1	6.667%
Very poor	0	0.000%
Do not know	1	6.667%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	13	86.667%
Very poor & Poor	1	6.667%
Neither good nor poor & Do not know	1	6.667%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Regularly have physical obs done. Gemma and Demi so gentle and feel nothing. Lady called lynne took them today. After 4 attempts got it, but she was too rough and it really hurt. I had to drive home too with pain in both arms. Got in my car and cried and I'm not one for doing that.
Evolve is an amazing service and a great asset to Hull. The waiting around is warm and inviting and the staff are so friendly and welcoming. I have had the pleasure of working with Charlie. She has made me feel at ease through out my treatment and I really couldn't have done it with out her. I wish the service all the best for the future long may it continue.
Everybody was so lovely. Catharine was very patient and explained everything.
The scrapbooking activity was enjoyable and made Thursdays good days.
Very friendly and helpful service, very friendly staff and understanding of my daughter.
I really enjoy the page by page scrapbooking group.
Lovely people, welcoming, felt I could open up and be honest without judgement.
Debbie Lawson has helped me massively and changed my life. The support you offer really does change lifes for the better. Thank you
Always someone to speak to if you need support. I think the mirrors in the bathroom should be removed.
The mirror in the bathroom isn't helpful and it would be good if it was covered.
All staff had a genuine interest in me as a person because they want me to succeed and have a life. I can't fault the staff because they are always there to give help and support you in any way that they can. I would really recommend this service to anyone struggling with an EATING DISORDER!
Lovely staff
Loved the Be Free programme. Helped me understand my condition and the triggers that made me binge eat. Gave me coping strategies, alternative things I can do and taught me that I need to take more care of me! That I am important and I can like myself.

EMPOWER Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

ER Podiatry Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

ER Tissue Viability Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Falls Team (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Falls Team (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Fit4All Team (SH) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Flu Immunisation (ERY) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Goole UTC Summary

Number of responses: 3

Experience	Amount	Percentage
Very good	3	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	3	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

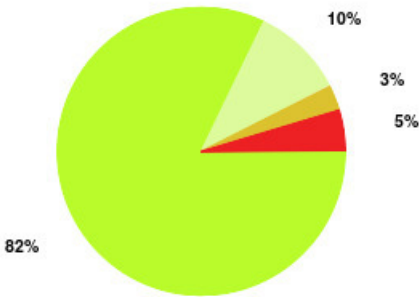
Margaret - During my visit, all of the staff were friendly and supportive. My nurse, Margaret was especially good with children - always knowing what to do. She was also very thorough. Overall, my visit made me feel safe and welcomed.
Margaret - Quick, efficient, friendly and caring. Excellent service and treatment.
Margaret - Very helpful and obliging staff.

GP - East Park Surgery Summary

Number of responses: 106

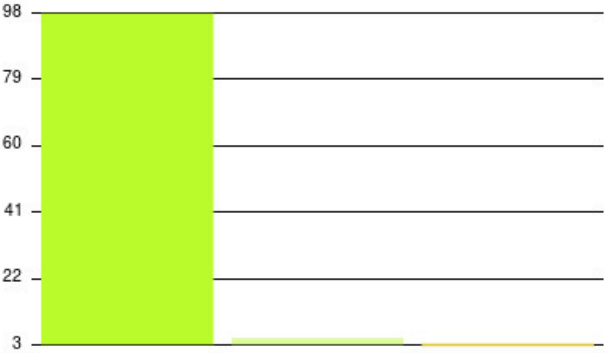
Experience	Amount	Percentage
Very good	87	82.075%
Good	11	10.377%
Neither good nor poor	3	2.830%
Poor	0	0.000%
Very poor	5	4.717%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	98	92.453%
Very poor & Poor	5	4.717%
Neither good nor poor & Do not know	3	2.830%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Telephone appointment call back was prompt and outcome very satisfactory

[1/2] Very good the doctor, who very polite, explaining everything. The sicknote will be automatically send, without asking by customers.

Nice, easy, quick experience

Explain what was going to happen at hospital nothing to improve

Friendly reception staff caring and sympathetic

Always have a fantastic service at the surgery staff are nice and welcoming

[1/2] Nothing was good as I didn't have the appointment. I could have been better if they would have rang me earlier than they did to prevent me from having to

I had no problem with making a appointment no problem with the nurse I also don't think you can not improve anything

Receptionists brilliant, nurse brilliant, what more can I say

Very pleased with nurse easy to talk too, felt at ease have always thought all staff very pleasant , kind regards sk,

Nurse came to my home

Made me feel at ease, took bloods and explained the process before doing it.

Time and patience.

Doing appointment over the phone was so much easier and time saving.

Was a telephone call and suited better what the gp needed to discuss with me

My appointment was for 8.20 and I rang doctors before hand to let them know I had a new temporary number and asked if the doctor would ring me on that.

I got a call back of the doctor

This was my first appointment with the practice, and I found the staff excellent and very friendly.

The always try to helpful

Nurse was very polite, understanding and caring, thank you ??

The Doctor (not my usual one) was extremely helpful and informative and offered a follow up call in 2 weeks Thankyou

Very professional and put you at ease very quickly.

Helpful and Understanding

Doctor was understanding and helpful. He gave me hope my situation can be manageable

[1/3] On this occasion the staff were welcoming, pleasant and helpful when ordering my monthly prescription and how I can continue to order them.

It was very prompt and well thought out for patient safety

Lisa was a very informative, caring and lovely person to speak to. I would like more people like her.

Clear concise information. Dr very helpful

Everything was great. The nurse I saw was fantastic.

Considering the circumstances we are in it is first class.

Very friendly always have time to listen

Service was excellent everyone was very friendly

Good communication on arriving at the surgery by reception. GP gave me the time to explain symptoms and she went through things thoroughly and clearly.

From entering the building it was welcoming and professional & with the current Corona virus seating was spread out for safety.

The nurse explained the reasons for the protected items she had to wear and I was put very much at ease throughout my appointment

Receptionists always friendly and helpful and had hardly sat down before called through and had only made appointment earlier that day for elderly mum!!

Doctor cancelled my appointment just a few minutes before an appointment

Staff are good will help if they can. Dr good.

Reception staff very friendly, helpful under these difficult situation. Nurse friendly and courteous.

Nurse was lovely & informative

Receptionist are very helpful and caring

No comments can be offered as there was no visit to GP surgery due to the present emergency. The consultation was conducted via a telephone interview.

Nothing

The speed the issue was resolved, the professionalism and patient care.

No it was great thanks

Nice woman very nice

A doctor that I can understand properly. The service from the staff and reception ladys is very good

I have quite a fear of needles. The nurse was really friendly, put me at ease, and did a great job!!

It was not a visit it was a phone call but doctor was attentive and caring

They were taking such excellent precautions against Covid-19, and at no point did I feel unsafe. The appointment was early and my daughter was diagnosed

The nurse really listened and showed an interest in you. The Normal doctor doesn't listen or do what he says he will.

Friendly and helpful

Telephone appointment with Dr Borisade - very prompt, quick and efficient

GP - Story Street Walk In Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

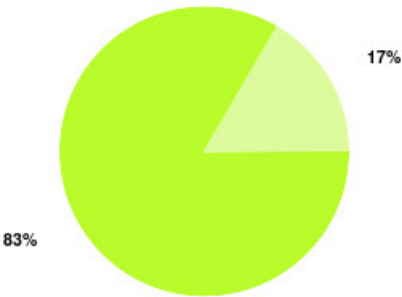
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

GP - Kingston Practice Summary

Number of responses: 6

Experience	Amount	Percentage
Very good	5	83.333%
Good	1	16.667%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	6	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

visit was over the telephone I wasn't sat waiting every thing was fine
didn't attend the practice was a home visit the lovely nurse was fantastic and caring
professional manner sorting out my medical needs for the future
telephone consultation answered my question given good information on how to get my prescription due to on going situation
the visit was by a clinician at home she was extremely competent with a kind and professional manner no improvement

GP - Riverside Practice Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

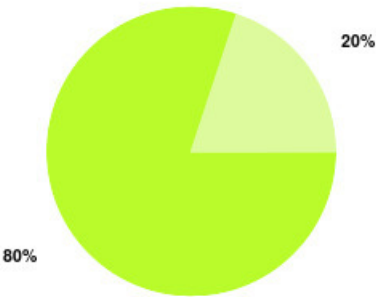
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

GP - The Quays Summary

Number of responses: 5

Experience	Amount	Percentage
Very good	4	80.000%
Good	1	20.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	5	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

kept informed via text in these difficult situations

GP - Wolds View Primary Care Centre Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Health & Development Worker Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Health Checks (SH) Summary

Number of responses: 0

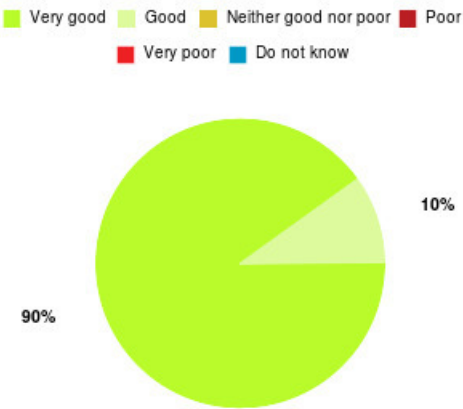
Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Health Trainers (inc Social Prescribing) SH Summary

Number of responses: 10

Experience	Amount	Percentage
Very good	9	90.000%
Good	1	10.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%



Experience	Amount	Percentage
Very good & Good	10	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%



Comments

Helped me an put me intouch with other services

I was very pleased & grateful for the service a very helpful service for anyone in need of this advisory service

Karen Winrow..is an amazing lady..without her help..support and advice I would have been lost..she guided me through the minefield of what was alien to me..benefits ...her help is invaluable..she helped me when I lost my husband and my sister..as i was and still am struggling..she is a calm lady who is an asset to your team..she is a calming influence ..has a good ear who listens and advises ..the service she gives is so helpful when yyou dont know which way to turn thankyou so much.

Now instead of visit think video call! Must say I'm not very computer savvy so this was my first ever video call with Karen and it was almost as effective as the routine visit to the doctors surgery. As usual I felt like I had a point of contact to signpost me to the necessary resources that would help improve both my mental and physical wellbeing. Karen has most importantly listened to my situation! Then as well as suggesting various options has allowed me to think things through and for me to follow my own ideas and solutions. Part of my problems especially now are related to social isolation and I've been actively trying to address this problem! I've found St Helens connects support group especially helpful. The only improvements/ideas I can think of would be maybe some sort of newsletter to keep us all updated about new services offered and a forum to keep us positive and perhaps share our journeys! I would imagine that this would depend on budgets and funding availability! Regards Gill Masterson

well the corona virus came so it was done over the phone so its was not what i expected but yes some good came out of it ive gained a new buddy and yes if every does this i can see it will help lots of people,

Lovely lady who listened offered empathy and reassurance at a very dark time in my life it's like some holding my hand while I'm on the road to recovery.

Encouraged me to change my way of eating to encourage weight loss. Like the idea of phone calls as you know then someone is providing support & encouragement. I think the service has been extremely helpful.

Helen showed understanding and empathy. She was somebody easy to talk to.

“It’s good, really good - I just feel like someone cares, I’m not saying my family don’t care but they have a lot on, it’s made a big difference being able to speak with someone”.

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Health Visiting Summary

Number of responses: 1

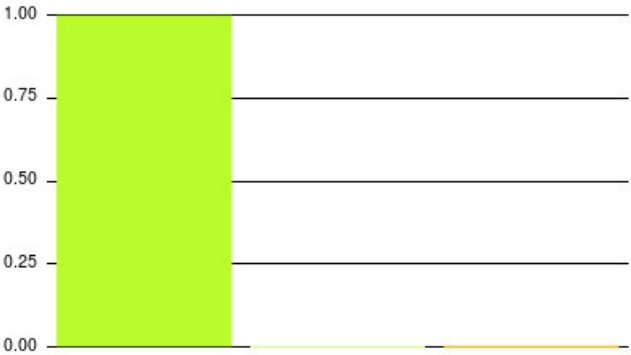
Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Although the visit was via video call and not in person it was great that the Health Visitor (Sarah Kerrison) was still available to check in with me and make sure both myself and my baby are doing well during lockdown and how we are doing following on from birth

Healthy Routes - Wigan Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

HERCH20 Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Home Oxygen Service (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Home Oxygen Service (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Hull Complex Wounds Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Hull First Falls Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Hull Podiatry Summary

Number of responses: 19

Experience	Amount	Percentage
Very good	19	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	19	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Everything explained. Easy enough treatment, went well, no concerns. Would highly recommend (Lee) to others.

Lee was very helpful and caring - I was taken great care of.

The friendliest people to take care of you. Would highly recommend Lee.

Brocklehurst - Very informative, gave good advice on creams which would help with my cracked heels, and she was a lovely lady and took her time and explained everything very well.

Longhill - My visit was excellent. Emily was very good at her job, well done to her. Cheers.

Longhill - Best service.

Longhill - Always good to visit.

Longhill - Staff very good, great service.

Bransholme - Jennie

Bransholme - Jennie - Effective service, friendly staff and approach to patients.

Bransholme - Jennie I have always been very satisfied getting my feet done, they do a good job, and are very helpful.

Bransholme - Jennie - Excellent service as always! No complaints at all :)

Bransholme - Jennie I think you are very good.

Very friendly staff made me feel really at ease thank you.

Staff always friendly and give good advice on how to look after your toe.

Lee fully explained the procedure and we were made to feel at ease. Good follow up. Lee was really helpful.

I was treated with care and respect, everything was explained to me very well, my treatment was first class.

Great service, clear explanation of treatment, friendly staff.

All the staff were very efficient and friendly, from Caroline & Emma on reception who welcomed me with a smile and cheerfulness to Lee the podiatrist who explained everything clearly to me before, during and after surgery. A really pleasant experience, keep up the great work especially during these difficult times.

Hull Urgent Care Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

A big thank you to Judy who was amazing and took time to talk to me and explain what was going on. She even googled my illness so I could see what was going on. Thank you again

IMPS Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Infant Feeding Co-ordinator Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Infant Feeding Service (SH) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Intermediate Care Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Intermediate Care (ER) Summary

Number of responses: 1

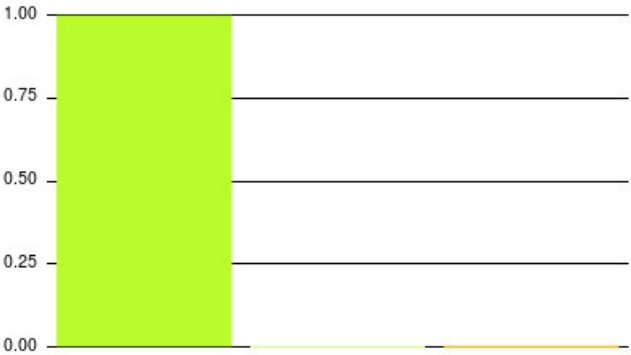
Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

ERCH - All of the staff were kind and helpful. Thanks to them I am beginning to recover at home now! Food service is based on dinner and afternoon tea. Could it be lunch and dinner?

Jean Bishop ICC Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Let's Talk (Hull) Summary

Number of responses: 20

Experience	Amount	Percentage
Very good	20	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	20	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Spoke to magda she was polite listened to what I had to say came across very caring

I hated therapy and had absolutely no faith in CBT but my mind has been completely changed during the process and I have made massive improvements. It really has changed my life for the better and I am so glad to have done it. I hope I will be able to maintain my improvement. My therapist was Jon Parker and he has been really helpful and patient. The fact that I actually made it to the end of a course of CBT is testament to how good he is! Overall, I have been really happy with my experience with Let's Talk and some faith in mental health services has been restored. I would highly recommend the service to others who may need it.

Very quick response after initial contact. Very clear and informative

What I really liked was that I was taken seriously with my issues. My therapist talked to me in a calm and comforting manner. I cannot think of any improvements. I recommend this therapy to anyone.

I really appreciate the work and dedication Lisa Hewson put into each session. She was very understanding of my situation and made me feel very comfortable sharing my feelings. I will use the techniques discussed in the future to manage my emotions.

Easy referral system and it was very quick for someone to get back to me

Having mixed experiences previously with talking therapy's in the past, I had a tentative start. However the therapists I saw Vicky and Jon were outstanding. Approachable and relatable, explaining concepts in a clear and concise way, this made the overall experience outstanding. Not only have I grown and learnt the techniques and methodology for dealing with my particular problems, I also have a greater understanding and knowledge of the how and why these problems arise. All which I believe aids in the successful treatment. If you are willing to take the advice given and get involved with the treatment plan, it works. This therapy took me from probably the lowest point I've had and with guidance I've found a joy in things again and learnt to reflect on my actions and reactions to better cope when anxiety and worry arises. Although lifelong challenges arise I believe Jon and Vicky gave me the tools to deal with the problems I face. To summarise , I know the theory, I have the tools and its time to put them into practice and enjoy life again. Thank you for all your help and guidance. You have guided me to being myself again.

The online referral was very easy to fill in and within two days I got a phone call to refer to a councillor. The guy on the phone was so lovely and made me feel at ease when talking about my problems

Found, sessions really helpful. Craig was really positive and helped me with coping methods for my anxiety.

The consultant was very helpful, patient and supportive. She helped me to work through my challenges and improve my symptoms. I am very grateful for the help and support.

Would like to say a massive thanks to stuart for getting me back to a good place 3 or 4 months ago I was in the worst state of my life had lots of issues with depression and anxiety I was unsure about therapy at first didnt see how it could help and then I met stuart we had to do everything over the phone because of the covid virus but after all my sessions I gradually started to feel better and can say today I have been signed off because I feel like me again I cant thank stuart enough and the service you provide I was lost and didnt think I would still be here but stuart put things in perspective for me over the months and helped me see things differently fantastic service I would recommend it to anyone who is having trouble thanks again stuart for everything

I had a phone call due to covid-19 Magdalena was amazing and really helpful. I felt calm talking to her and she made things really easy to understand.

It was really good I can go places without being nervous

I've had such a good experience in CBT this time around. I feel I've learned more about the mechanics and reasons for my thoughts and compulsions than before. Toni knew early on that this would be useful for me and has kept this going throughout. Toni has been continuously kind, thoughtful and positive and I cannot thank her enough for her help.

I have grown so much as a person. I have learnt a lot about myself and realised the good in my life. I have learnt techniques to cope with each day. I understand that it is ok to have a bad day and most importantly I am going to be ok!!!

Helped me make the links I needed to be able to move forward after years of talking therapies that didn't really work for me. Toni was the perfect therapist for me.

From the initial appointment to my last appointment, I felt listened to. From assessment to initial appointment there was hardly any wait. The appointments were fit around work times and I was given a choice of location. Really happy with the service. The therapist, although a trainee was clearly well skilled and has really helped me improve my mental health. I'm so very grateful.

Helpful kind And the u tube vidio made it easy to understand

Let's Talk - Cruse Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Let's Talk - Focus Counselling Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Let's Talk - Good Day Therapy Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Let's Talk - HEY Mind Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Let's Talk - House of Light Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

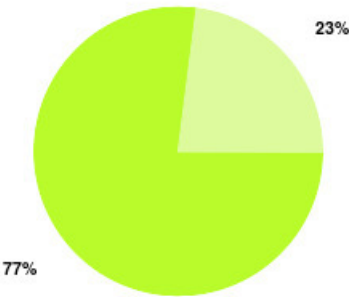
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Let's Talk - Joan Pickard Ltd Summary

Number of responses: 13

Experience	Amount	Percentage
Very good	10	76.923%
Good	3	23.077%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	13	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

The Councillor was knowledgeable and helpful.

The service was amazing from start to finish, whenever I went for session I always felt welcome and supported. The sessions were a place to freely speak and I never felt judged. The counsellor always listened intently and always got involved in the conversation even if I had gone off topic. The only thing that could have been improved was the communication at the start of my therapy. My sessions were at 5pm and the message said that I had to wait outside and the counsellor would come down and collect me. This wasn't the case I had to go to the receptionist and get her to tell the counsellor I was there. This caused me a lot of stress and anxiety, the two things I was supposed to be getting treatment for at the time. The wording of the text did not help the situation. I was doing as the text said waiting outside the building but no one came and I knew if I missed my appointment, that would be the end of treatment. Please could you communicate clearly in the future to ensure this does not happen to others in a similar situation.

The service provide was good. Only issue I had was accessing the building for the appointment. This could be improved. Especially out of hours.

Ed who has been helping me was very understanding and supportive, he has helped me calm down and learn how to be less anxious.

Sessions were done over the phone because of Covid but I assume face to face would have been better. I don't as very satisfied with the service I received. Professionally conducted and I always felt at ease as if talking to a friend who understood my needs.

Talking to someone, especially during lockdown, was very good for my anxiety. I have tools to help me in future and Let's Talk to revisit, should I need them again. For now, I feel mentally strong and thank Let's Talk for helping me to think more clearly and become more positive.

Nothing. I really found the whole experience very helpful, thank you!

Initial appointment was arranged very quickly, which was really helpful. Friendly, professional service. My appointments so far have been useful and offered some much needed support. Switching from telephone to Zoom was done easily and quickly.

I felt comfortable with Rachel almost immediately, I honestly don't think anything could be improved.

Everything was good

Let's Talk - Relate Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Let's Talk - S2BH Summary

Number of responses: 5

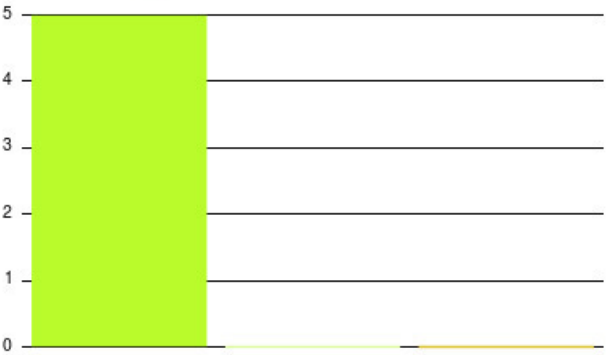
Experience	Amount	Percentage
Very good	5	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	5	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

A great service that helped me when I was in a very dark place and had no one else to turn to. A massive thank you to Philippa for helping
My therapist listened to me like no one I have ever met. Very understanding
My therapist listened to me like no one I have ever met, she was very understanding
Everything was spot on couldn't of expected any better service.
The service with Lets Talk was really straight forward and easy. I filled out an online form and wasn't waiting long for a response. At first going to couples counselling I felt quite a scary nervous feeling, but after our first visit and meeting Philippa Ridley knew that it was going to be ok. I felt completely at ease and able to open up about most things. Philippa was extremely welcoming, approachable and friendly. I would highly recommend her.

Let's Talk - Temenos Summary

Number of responses: 4

Experience	Amount	Percentage
Very good	4	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	4	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

However, you were too focussed on your targets , which were and still are a contra indicator to me accessing your service

My service was good I felt comfortable with the person I was allocated Paula I appreciated all the support I was given I still have on going issues So a longer therapy would help me more As I have tremors copd asthma and walking issues with my mental health My tremors are diagnosed but not fully I'm on gabapentin 3 x daily at present But don't know cause as yet I appreciated my support through covid 19 And Paula was prompt on time when given to see or phone .

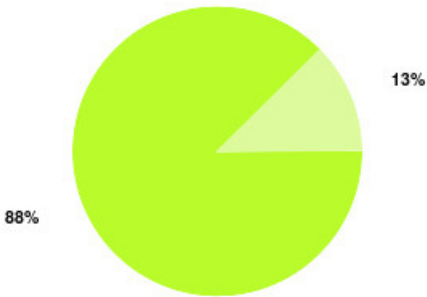
My service was good I felt comfortable with the person I was allocated Paula I appreciated all the support I was given I still have on going issues So a longer therapy would help me more As I have tremors copd asthma and walking issues with my mental health My tremors are diagnosed but not fully I'm on gabapentin 3 x daily at present But don't know cause as yet I appreciated my support through covid 19 And Paula was prompt on time when given to see or phone .

Lifestyle Referral (SH) Summary

Number of responses: 56

Experience	Amount	Percentage
Very good	49	87.500%
Good	7	12.500%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	56	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

The advice given was good. I was eager to get into the gym and I was assisted by the lifestyle advisor. The programme I was given was good. I have had better mobility in my hip and gained more confidence along the way. I can now go cycling without fear.

Advisors have been checking up on me throughout lockdown because I am on my own, couldn't get shopping but have since spoken to service who deliver to my house. Looking forward to starting exercise session

Attending classes and sessions for 12 years, Love the team and peter street class, made some great friends

Very supportive advisor, Helped with diet and exercise and lost 2kg since starting 12weeks ago

Been attending slim gyms for a number of years and have built up a great relationship with the group and instructor.

Enjoys getting the bus to the postural stability class as he doesn't drive and it helps to access the service to keep active and socialize

Really enjoyed attending community based formal exercise and mixing with others

Cyril enjoys attended the exercise class and enjoys having banter with Gareth the instructor

Client really values the postural stability class due to having restricted mobility and wouldn't be able to keep active without the support provided at the class

The exercise class is fantastic and the client really looks forward to attending each week and is missing not coming at the moment due to the pandemic

I am really missing Janes class on Wednesdays at Rainford. It keeps me moving and I enjoy the music. She now has an assistant who is lovely and helpful. Paula is very chatty like Jane and they make a great team. We have a lovely community feel and I am really missing it. I am ready and raring to go back.

I met Jane many years ago on a Fresh start and over the years I have become to regard her as a close friend. She has supported me through some real lows of my life where I have wished to take my own life. I have had an issue with weight for my whole life and Jane has helped me to change the way I think about myself. She has helped improve my confidence and self esteem. I have lost weight and joined a gym and exercise because I want to not because I have to. I have recently been put on a waiting list for an operation that I have needed for many years and without Janes help I don't think it would ever of happened. So Thanks Jane, you are good at your job really.

I am really missing Allans class at the moment. Not only for the exercise but also the social part. It was really lovely to know I was going to see friends every week and getting a bit fitter. Allan would arrange the chairs so we were all able to speak to each other and so there was no 'Clicks'. We do a quiz at the end every week and some can't hear him properly so they answer it wrong which makes everyone laugh. I hope we can get back soon. I do not like the room at St. Nicks and want to go back to the Deafness centre. The room is not very social.

Mark is very witty and knowledgeable. He was helpful is directing me to the most appropriate class. He has given me exercises to do at home and also helped me join the gym. Even though it has shut at the moment!! He has helped me to go back swimming and the wife also comes with me.

The weekly e mail that Jane the Pilates tutor sends out is an absolute tonic. Not only includes exercise for home but also an amusing update on family/work/home schooling life. Thanks Jane for taking the time to do this every week when you are already juggling so much it is appreciated.

The Escape Pain exercise helps to keep the client fit and is individualized and has a great social element bringing together the client with a neighbour that have loved close together for over 20+ years but never me and now they hold a very close friendship and have supported each other through lockdown

Top notch! The escape pain exercises are perfect for the level the clients is at physically and feels that the social aspect as great for helping with reducing isolation.

Jane is inspirational and is continually helpful. She has even taken time to call me on my birthday and send me best wishes. I thought when I had cancer that I would not be able to do any exercise. Jane gave me inspiration to do more and I even go running now.

I have been supported on the telephone since lockdown. We have talked about goals and how I need to set them. I have been motivated with some good stuff to think about.

Great advice and now 6 months on, I have lost weight, made friends and feel more confident in doing exercises.

Great advice and now 6 months on, I have lost weight, made friends and feel more confident in doing exercises.

Advisor has helped me start at slim gyms at the Fire station ,manage diet and diabetes better. Looking forward to starting session again

Enjoyed the slim gyms exercise class, improved lifestyle and made friends from the session

Since Lockdown, I've had phone calls once a month and appreciated them as it makes me feel wanted and not forgotten about as I live on my own. Matt has been saying a lot of positive things and ideas to keep going throughout this time.

Helped improve my breathing and fitness. Have made friends through attending the class. Just the right standard for myself who isn't very fit but have seen improvements.

Great people at the class, Have made many friends since being at the class

I was scared to go swimming at first as I am a big girl. The LA put my mind at ease about swimming and reminded me that I was going for me and no body else. What they think is their business. I started swimming and I feel so good for going. I feel more confident and I smile more. I walk around the park and enjoy myself. I cannot wait to go back swimming in my new costume.

I enjoy Allans class at the deaf centre. Allan is a good instructor and has some funny jokes. I enjoy the workout and feel it is doing me some good. The LA is motivating and helps me to set goals. They also have a good sense of humour.

On our first meeting it was rather fraught. There had been some mix up with appointments. Jane continued to be polite and courteous. Despite this, we had a good chat and my mind was put at ease. During lockdown I have had telephone conversations with both Allan and Jane. We have talked about exercises I can do at home and how I am feeling. I enjoy Allans class immensely and miss the people I attend with. Its good to speak to different people. I hope we will return to some form of normal soon.

Friendly welcoming staff who listened to my needs and suggested I attended a circuits class. Since attending the class I feel much better in myself, I've grown in confidence in doing exercises I never thought I could do. Everybody at the class is very welcoming also as well as the volunteer staff who supported me when I first started attending. I cannot recommend the lifestyle referral team enough.

I always enjoy learning something different and Jane makes it great fun as well as ensuring we all understand and follow what she is saying.

Jane , the instructor, gives clear and easy to follow instructions for each exercise.
Jane is always there to listen and give great advice as I've been struggling with my weight loss and mental health during this period.
The formal exercise with Gareth an Mark has helped the client to avoid injuries. It has also informed the client with more ideas for warm ups for independent exercise
A good aspect of the cardiac session is being able to discuss your situation with people in a similar position. The exercises with John are great and the client uses the warm up exercises to help with going to golf
The service helps to get client out and about as he has both mobility and cognitive limitations. This service is a suitable option for people with these limitation to stay active and to socialise
I have not had a visit but I am part of the Pilates class Friday morning (currently postponed) with Jane I have been receiving weekly exercises and an update from Jane and although I have not always been in the right mind to always reply I really look forward to receiving them. My Ex unfortunately lost his battle with Covid-19 and it has been difficult to support my children through this time arranging a funeral etc. Jane was supportive and listened at that time which was lovely to have some one neutral to talk to keepup the good work
Gained knowledge and advice from advisors, They have kept me motivated throughout
Friendly Atmosphere, Instructor very nice, feel great every time I go and has very good music
Its good to be at a class with others like me as I feel more motivated. The class at St.Nicks with Allan is good and not to far for me to go. Allan is good at pushing me to work as hard as I can. I enjoy the company of the other folk in the class
I have received good support regarding what I can and cannot do from my lifestyle advisor. They have always made me feel confident in the fact I will be able to do anything even with the conditions I have. I now run and cycle most days and use the gym. Its good to know I am supported. I have been given good advice regarding alcohol and food and this has helped me to improve my lifestyle. I feel better and will continue. I also like that the Lifestyle advisor always has a funny joke to tell and makes me laugh.
I saw a lifestyle advisor at my local library. The appointment was very thorough checking my blood pressure and asking medical questions. This made me feel comfortable and gave me faith that I was being looked after. John Twist has a good sense of humour with good music but does work us hard. I enjoy the class and feel really good after I have been. I have made friends there and look forward to going.
I was able to see someone to continue my rehab from Fingerpost quickly after completing my course with nurses. They were helpful. There was a lot to choose from for the classes I had to go to. I liked how there was a choice of days. I liked how I had seen John Twist at the class and he took my course at Fingerpost. Everyone is friendly at the class and its nice to be with other people who are like me.
My instructor Jane , has provided clear, and simple instructions for each exercise. Loving doing something different every day.
Staff are very understanding, positive and encouraging, always trying to help you to make the best of everything and making sessions enjoyable and interesting. I definitely would recommend the service and have done so to neighbours and friends.
Excellent tuition very informative and delivered in a professional manner no room for improvement
Encouraging/forcing me to do some exercise and make me healthy in mind and body
Jane has been brilliant as I have had a couple of wobbly moments in isolation.
GARETH IS VERY FREINDLY AND NOBODY IS MADE TO FEEL UNCOMFORTABLE. I'VE BEEN MISSING THE SERVICE DURING LOCKDOWN. I FEEL IT DIFFICULT TO MOTIVATE TO EXERCISE AT HOME WITHOUT SUPORT BUT FEEL THE REGULAR PHONE CALLS HAVE HELPED TO COMBAT THIS.
I THINK THE CLASS IS GREAT AND IVE REALLY MISSED IT. I REALLY ENJOY THE COMPANY AND FEEL THAT IT HELPS ME TO COMPLETE MY EXERCISE HAVING THE SUPPORT OF MY PEERS
I find the regular contact throughout this time to be very supportive and I look forward to our weekly telephone conversations to have a catch up. I have recently had a fall at home and phone Gareth for support and comfort to enable myself to better cope with the aftermath of the fall and to put together a strategy to avoid falls occurring in future
I FEEL LIKE THE SERVICE IS VERY HELPFUL TO A LOT OF PEOPLE AND I FEEL IT HAS BEEN A FANTASTIC HELP TO MY BALANCE.
I like that I get a call every couple of weeks and someone is there is talk to. Someone who knows me and will talk about how I am, the rugby and knows my area. We talk about what exercises I have been doing and what I can do.
I APPRECIATE WEEKLY EXERCISE CLASSES AND FIND THE ATMOSPHERE CREATED BY THE STAFF TO BE EXTREMELY PLEASANT. I FIND THEM BENEFICIAL BOTH PHYSICALLY AND SOCIALLY. GARETH HAS A LOVELY ATTITUDE AND I'M MISSING THE CLASS EXERCISE DURING LOCKDOWN. I FEEL THAT THE WEEKLY TELEPHONE CALLS FROM GARETH HAVE BEEN VERY GOOD AT KEEPING SOCIAL CONTACT.

Lymphoedema Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Macmillan Wolds Unit (Bridlington) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Medicines Management - Care Home Service Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Mental Health Team (SH) Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know

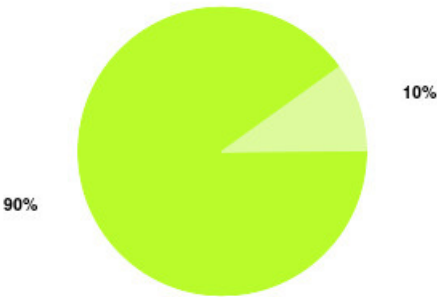


MSK Physiotherapy Summary

Number of responses: 10

Experience	Amount	Percentage
Very good	9	90.000%
Good	1	10.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	10	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

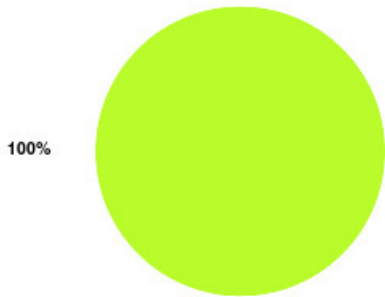
Goole - Liz listened and gave exercises after assessing my movements.
Goole - Advice on exercises.
Goole - Alex - Great service, finally after 2 yrs found someone who accurately diagnosed and sorted my problem.
Goole - Alex - Very friendly and supportive staff, encouraging and able to give advice appropriate to my work and personal lifestyle.
Goole - Liz was great at listening and taking on board what I said, and helping me with very good advice and exercises to do.
Goole - Very friendly and helpful staff.
Goole - The physio sessions were very helpful and Elizabeth was lovely with her advice.
Goole - Alex - A lovely lady, who had helped me regain movement in my arm and shoulder.
Goole - Grateful thanks to Hazel. I never even hoped for such good improvement.
Goole - After 2 years of suffering. Came to Alex and was sorted first time. Best NHS service I've been to.

NHS Continuing Healthcare Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Code 8001 I would like to take this opportunity to thank all the staff at continuing health (Hull). My mother passed away only a few months ago at home, this was made possible by receiving a personal health budget. The support on every level was second to none and enabled the family to take care of my mam in a way we thought befitting to her as she was beautiful. I have to say the journey wasn't easy as there was lots of sacrifices as there usually is when caring for someone with dementia. If I was to make one suggestion, that would be to have access to some sort of database of Personal Assistants (PAs), as this was the most difficult part in getting the right people for such an important role within your family home. Had one been available this would have most certainly lessened the pressure of an already emotional journey, as this is not just about employing people who have a qualification/experience, but who genuinely care and want to participate in making a difference. Thank you again and hope all the staff stay safe. Allen and Debbie

Night Care Service (EOL) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

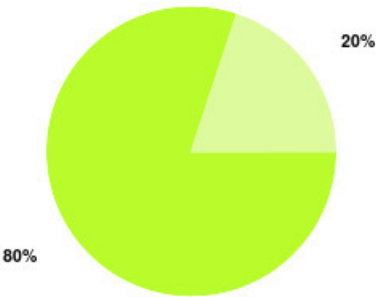
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Nutrition & Dietetics (East Riding) Summary

Number of responses: 5

Experience	Amount	Percentage
Very good	4	80.000%
Good	1	20.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	5	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Coeliac group - Cathy - Very informative. Excellent communication. Presentation was very engaging (videos, images and text). Answered all my suggestions.
Coeliac group - Cathy - It was good to hear other people's experiences and that there are others with the same symptoms/problems as yourself.
Coeliac group - Great explanations regarding coeliac disease, with a wide variety of issues covered. Friendly, approachable dietitian (Cathy).
I found very helpful, thank you.
Cathy - More info on going out.

Nutrition & Dietetics (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

OccWellbeing Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Oral Health (SH) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Oral Health Promotion Team Summary

Number of responses: 3

Experience	Amount	Percentage
Very good	3	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	3	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Take more care and time on a client dentures and mouth worth being on training reminded me of mouth care for my own mouth.
Highfield RC - The training will assist to brush dentures the correct way and correct way of soaking dentures with Steradent. Interesting on realising what we do wrong with oral mouth care.
Highfield RC - To put into practice in my work role. Very interesting topic, thoroughly enjoyed it. I realised what I've been doing wrong so will put into practice.

Out of Hours Nursing (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Out of Hours Nursing (EOL) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Pain Management - ER & VoY Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Pain Management - Hull Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Parkinson's Hub (ICC) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

PAUL for Brain recovery Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Pharmacies Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Phlebotomy - Withernsea Hospital Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Prison Healthcare: DART (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Prison Healthcare: DART (Humber) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Prison Healthcare: Dental (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Prison Healthcare: Dental (Humber) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

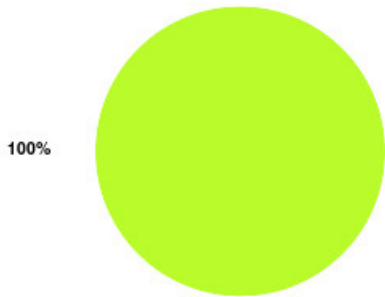
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Prison Healthcare: GP (Hull) Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

They have done everything they could to keep me in good health and always there to listen to me excellent work

Prison Healthcare: GP (Humber) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Prison Healthcare: Mental Health (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Prison Healthcare: Mental Health (Humber) Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

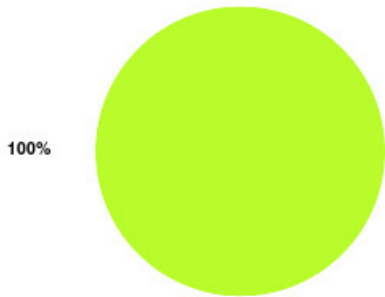
very good - no improvements.

Prison Healthcare: Primary Care (Hull) Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

They have done everything they could to keep me in good health and always there to listen to me excellent work

Prison Healthcare: Primary Care (Humber) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Pulmonary Rehab Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

@ Jean Bishop ICC - physiotherapy exercise classes:- Nothing. Everything was there. There was nothing you didn't need, the staff were brilliant.

Pulmonary Rehab (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Rossmore Stroke Beds Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

School Health + Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

School Nursing Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

School Nursing - PHSE Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - Erectile Dysfunction (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - Erectile Dysfunction (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - GUM & Family Planning (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - GUM & Family Planning (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - Outreach (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - Outreach (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - Ultrasound (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - Unplanned Pregnancy Service Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - Vasectomy (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - Women's Health (East Riding) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - Women's Health (Hull) Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



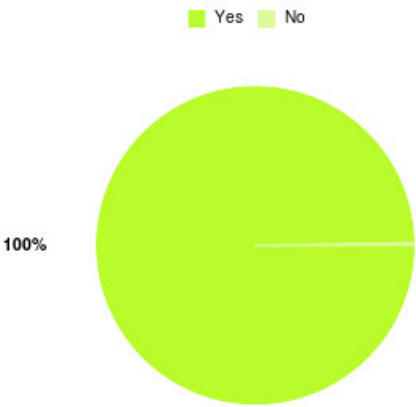
Comments

Excellent service - no improvement necessary

Additional Questions

Do you feel you have been treated with dignity and respect?

Answer	Amount	Percentage
Yes	283	99.648%
No	1	0.352%



Smokefree (Knowsley) Summary

Number of responses: 21

Experience	Amount	Percentage
Very good	21	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	21	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Brilliant service. I am smoke free and would definitely recommend KSSS to family and friends DH

Brilliant service and I have already recommended your service to family and friends DH

Fantastic it has truly helped me I never thought I could do it but I have and I am so proud hp

nothing be improved the staff have been brill Thanks HP

Great thanks Hp

Thank you Helen phone calls each week are very encouraging

Thanks HP

yep Helen has really helped me through this each step of the way thanks HP

Excellent service HP

Great keep up the fabulous work HP

Fantastic thank you HP

I could not do this with out you Helen so encouraging and helpul advice given HP

I could not do quit without the service you provide I am over the moon I have quit smoking HP

great service thank you HP

Thank you for all the calls they are so encouraging HP

Nicola Thank you so much for all your support. Your have been fantastic. I couldn't have done it without you.

you have helped me and my wife to stop smoking, great service and always on time with your calls, good advice given to us as well. Thanks from both of us pp

Service has been very understanding with me and my personal situation. Had a difficult spell but quit now for over a month. Good to have chats with you and get tips on getting past wobbles. pp

Couldn't wait for you to call, have stopped smoking now and feel really positive, have been painting the house with the money I have saved. Your phone calls will help me to stay off the cigarettes pp

Great that you keep calling me and it makes me want to do well for you. Thanks for supporting me pp

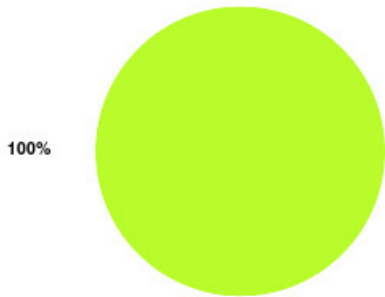
Brilliant service I found attending a venue and receiving telephone support calls weekly kept me focused. It when my goal each week to achieve a no smoking Co reading. I am thrilled I found my quit straight forward as I was so determined. Thank you so much for all you help and support DH

Smokefree (St Helens) Summary

Number of responses: 2

Experience	Amount	Percentage
Very good	2	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	2	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

I have to say thankyou to Sandra as she has made this lockdown much more bearable with her phone calls and support and advice. I have weekly calls from Sandra and she is such a cheerful lady. If Im struggling I know I can call her and speak to her and she always seems to say the right thing. She has helped me to stop smoking and even though Ive been stopped now for 3 months she still rings to check I am ok which is lovely to know someone cares

I have to say this service is excellent, I dont know what I would have done without my weekly call from Sandra she has been amazing, she always manages to cheer me up if Im having a down day and is really helping me with stopping smoking which I didnt think I could do . Thank you for caring

Specialist Palliative Care Services (EOL) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Speech and Language Therapy (East Riding) Summary

Number of responses: 3

Experience	Amount	Percentage
Very good	3	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	3	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

I (daughter) was very happy with the consultation and felt that next time I would be better at holding the phone in correct position. The information I was given was very helpful. Particularly having the swallowing and breathing explained. I feel that this is the way forward as mum is unable to travel now and it can save time for your department. I would be happy for this to continue post COVID-19.

very helpful and what was not sorted during the session was provided within 24 hrs . Excellent

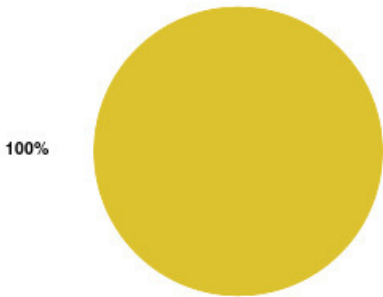
The app we used for the video call was easy to set up , was clear and worked well. The clinician was able to do everything she needed to do

Speech and Language Therapy (Hull) Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	1	100.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	100.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



TB Nursing Team - East Riding Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

TB Nursing Team - Hull Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%



Telehealth Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Tier 3 Specialist Weight Management (SH) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Treatment rooms (ER) Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

Withernsea - You could learn some lesson by coming to With; receptionists and nurses brilliant. Debbie, Sheila, Lorraine and the rest of the staff.

Treatment rooms (Hull) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Volunteer Hub Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Volunteering (SH) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Weightwise Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Weightwise Extra (Childrens) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Withernsea 8 to 8 Centre Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Very good Good Neither good nor poor Poor
Very poor Do not know



Experience	Amount	Percentage
Very good & Good	1	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good & Good Very poor & Poor
Neither good nor poor & Do not know



Comments

No improvements required. All ran to time on all appointments, Safety measures put in place for Covid outbreak; excellent and very safe. Highly commended.

Wound Clinic (Beverley) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Wound Clinic (Drifffield) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Wound Clinic (Goole) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Wound Clinic (Hedon) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Wound clinic (Hessle) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Wound Clinic (Hornsea) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Wound Clinic (Macmillan Wolds - Bridlington) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Wound Clinic (Withernsea) Summary

Number of responses: 0

Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%
