

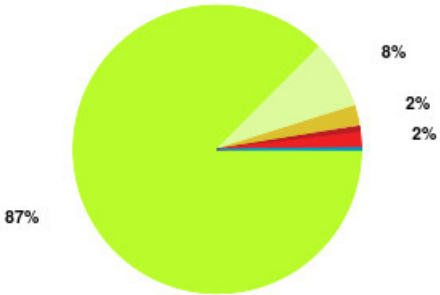
Monthly Report November 2020

Overall CHCP CIC Summary

Number of responses: 1134

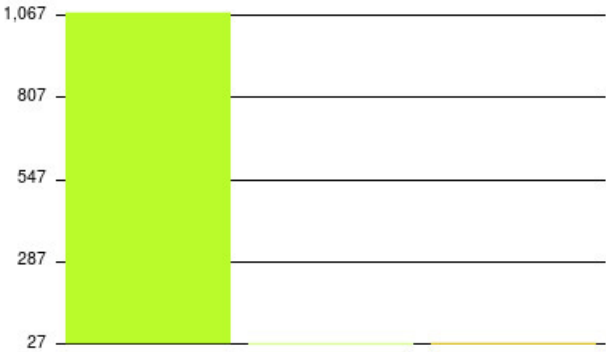
Experience	Amount	Percentage
Very good	991	87.390%
Good	87	7.672%
Neither good nor poor	26	2.293%
Poor	8	0.705%
Very poor	19	1.675%
Do not know	3	0.265%

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



Experience	Amount	Percentage
Very good & Good	1078	95.062%
Very poor & Poor	27	2.381%
Neither good nor poor & Do not know	29	2.557%

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: 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%

Beverley 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

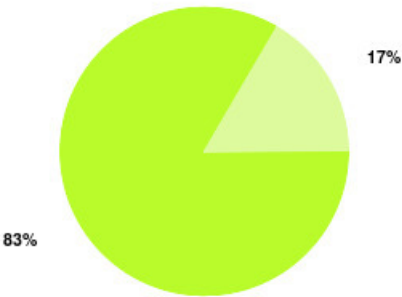
Lisa & Laura DVT & Beverley UTC - were an absolute credit to the NHS. They made me feel entirely safe and put me at ease with their care. They provided excellent advice and made a terrifying experience, a surprisingly pleasant one through friendly conversation and a kind attitude. Thanks.

Bladder and Bowel (East Riding) 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

Settled patients mind, very happy had the whole review, happy with the amount of time Sarah Claxton gave on the phone, its wasn't just a tick box exercise, found it very beneficial.

Very good service received, no improvements to recommend

No complaints with the service, very pleased with the treatment I have received, I am now dry and can go about my daily life with no issues.

excellent service!! cant think of anything that can be improved.

It would have been very good it hadn't been put onto a lengthy waiting list. Good - the information given, all the little tips were really helpful and helped to get my dad dry What could be improved.- the lengthy waiting list - all was good once we spoke to the clinician.

Very clear and concise information, friendly people on other end of phone, has been really helpful advice

Bladder and Bowel (Hull) 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

Westbourne

Explained well Good advice Very good service and very helpful

Bridlington 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%

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%

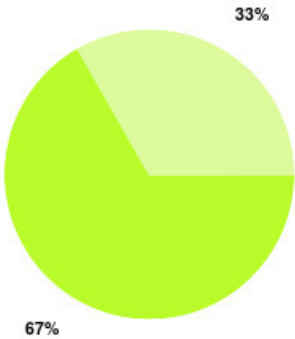
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Cardiac Rehab (Hull) Summary

Number of responses: 3

Experience	Amount	Percentage
Very good	2	66.667%
Good	1	33.333%
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	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

Gave me confidence to speak to cardiac nurse weekly as doctors are a thing of the past.
Due to lockdown my contact with the Cardiac Rehab team was by phone. The advice I received was both helpful and encouraging.
ICC - Has done over the phone, services were good.

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: 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 - 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%

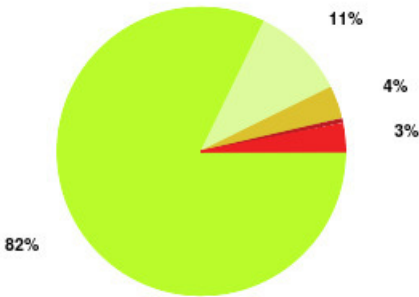
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

CHPL - Southcoates/Marfleet Summary

Number of responses: 190

Experience	Amount	Percentage
Very good	156	82.105%
Good	20	10.526%
Neither good nor poor	7	3.684%
Poor	1	0.526%
Very poor	6	3.158%
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	176	92.632%
Very poor & Poor	7	3.684%
Neither good nor poor & Do not know	7	3.684%

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



Comments

Went for the flu vaccine nurse very good
Nurses really nice, no improvements
Prompt and very efficient
The girl on the front desk was very helpfull and let me in the nurse was allso very helpfull and cheerfull thanks
Very well organised,very quick.
[1/4] The only thing good about it was that Elliot give me a thorough examination. And hopefully il get seen by the desasary specialist.The system when ringing is poor
Prompt and efficient friendly service by the nurse who was very thorough in carrying out her duties. Highly recommended!
Nurse was very friendly and took my mind off having my bloods taken
On time , friendly nurse
The nurse was just fantastic and kind she is the best one ever.
Efficient but waiting time to have blood tests is long
The GP saw my baby and it reassured me he was OK. Very gentle with my little one.
Good covid procedures. All staff polite and helpful
Seen on time. Thorough and codiderate.
I felt safe as the nurse I saw you wearing a mask and I waited outside not for long and the experience at the practice was very good
The Nurse was very comforting and nothing was too much trouble for her she made us feel we were important
Doctor took the time to listen to my problem and explained everything clearly
0 hrs via land line. Very frustrating when im dealing face to face. X
I had my injection with me.I was a little early. Nurse only took less then a few minutes
Very professional and kind as usual
Friendly staff
Doctor listened to my concerns was kind and very helpful
Dr Elliott was very efficient
As usual treated well and it seems to be very well organised.
Just everything
Short waiting time ,nice nurse
Was seen early good service from the nurse couldn't improve anything really
[1/2] Nice friendly staff. Can't think of any improvement necessary other than the fact that I was called in for a smear test which it turned out I didn't need
Always been a good practice glad when everything is back to normal your on going practices to deal with what is going on is good and staff always helpful.
Politeness of the staff and during Covid19 maybe shelter for Patiences to keep dry from the oncoming Winter months
Things were explained to me.
Pretty much on time, in an out, no messing. ??
Dr listened to me. Need direction finding the rear exit as it was like a maze an i was disoriented trying to find my way out.
[1/2] Nurse was great put me at ease. Explained everything to me about what was going to happen. I wouldn't change anything about my visit
I arrived early and I was seen within a few minutes . I went to see the nurse Sue who very nice and helpful and answered all my questions
The healthcare assistant who takes my blood is good at finding my veins which are tiny
The nurse makes you feel at ease and comfortable very nice person
I was seen early and given the strain on gps and staff they are doing a very good job
Nurse was very helpful and was seen quickly
On time and respectful staff.
"Extremely courteous and efficient staff. Cover for outdoor waiting area for inclement weather would be nice."
Efficient staff and they listen to you
importance of Covid but no one else was in the surgery was abiding to this , she's behind a screen, I was wearing a mask. She could have been polite but has she wasn't
Very safe with the Covid situation. Temperature taken twice to ensure I wasn't infected. Nurse called my appointment on time. Left via rear door
I went in and sat down, the nurse just took my. Blood and asked me questions

Always polite and friendly staff.. went in for bloods today.. I have a real problem with needles but put at ease and I didn't pass out this time !
Happy with everything
Although the ECG hadn't been put on the list for my appointment she completed it.the only fault I can think of is the set time for an appointment.
I am asking for a new appointment
The doctor who I saw was very nice and very informative
Prompt, efficient
The nurse was excellent but I thought the waiting out side with only 2 chairs was not good for older or infirm patients
Friendly efficient nurse
The nurse at the surgery was great but having to sit in the car park is stupid I can sit in a pub or cafe but not in a doctor's reception
Appointment was on time, staff were efficient and friendly.
The nurse that I saw was very friendly and polite and informative
Took the. Time to explain it all to u
In this present climate everything was fine no waiting efficient nurse all in all a good experience
The nurse was lovely she was really good with my little boy.
Everyone was nice and helpful
Very helpful and kind very efficient and listened well.
The nurse was polite and very friendly the receptionist thinks she is the doctor and having to wait outside is degrading
The politeness of the staff,and the calm controlled way they dealt with patients,and also the information I received.
Nothing was good, wrong time confirmed for appointment so I have to wait another 2 weeks for another.
Everything was fine no complaints and couldn't be improved
Efficient and quick service
I wouldn't change anything wasn't waiting long
The nurse is lovely she is very professional but also friendly
Very safe,friendly and professional
Very good service ...
Very pleasant and professional
I was seen on time and everything seemed covid secure all I can ask for really.
Felt safe and secure regarding covid could of done with hand sanitiser
All staff very African and friendly
Healthcare assistant made me feel at ease One very slight comment I wasn't sure which was the buzzer to press in entrance It would be helpful if it was marked
Polite and very helpful excellent
The nurse was kind and quick. X
Covid precautions were good but would have preferred to see GP instead of Nurse practitioner that had to confer with the GP needed to see doctor not nurse
Quick and efficient
The nurse is really nice and makes you feel at ease
It was a routine telephone appointment and now have a repeat prescription so all is good
Very quick and efficient
The nurse was very pleasant, and professional, got seen to on time of appointment, only issue was parking xx
Was effortless and on time pleasant nurse
Wasn't kept waiting. Nurse was pleasant and polite. Every thing was explained and had opportunity to ask questions
Nurse n receptionist were lovely, doctors are not helpful at all, nurses even chemist staff have to serve patients but doctors wont,
my visit today was confusing , not enough clarification.when explained one of my worries was told to ring at eight in the morning to speak to a doctor.
Sue the nurse was really friendly as always, nothing to improve on from this particular visit.
My visit to the surgery was very good the nurse was very good and professional and pleasant as always
The nurse was very pleasant and carried out her work very professionally
[1/2] I came for my B 12 injection this morning and i thought the nurse was brilliant
All good

[1/2] Nothing - I needed help regarding my breathing problems - I was advised to have an Asthma check with the nurse and have now been informed there are no appointments
Very fast
Appointment was on time The Nurse is always really helpful has a wonderful manner and nothing is too much trouble I actually find my visits excellent
Staff was very helpful. But I miss talking with my GP Dr Pinto.
Polite professional COVID secure
The nurse that I so tday was lovely,helpful.
Quick friendly and easy
The nurse made me feel very comfortable and we chatted about how I felt
That I was treated on time and quickly dealt with
Very understanding and explained everything. Felt very safe as everyone with masks on.
to be told to wait in car until appointment

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%

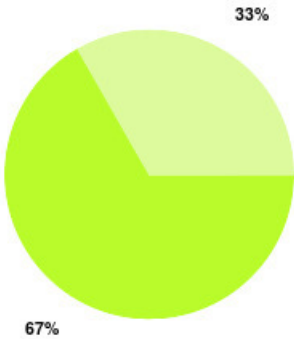
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Children's Nursing Services Summary

Number of responses: 3

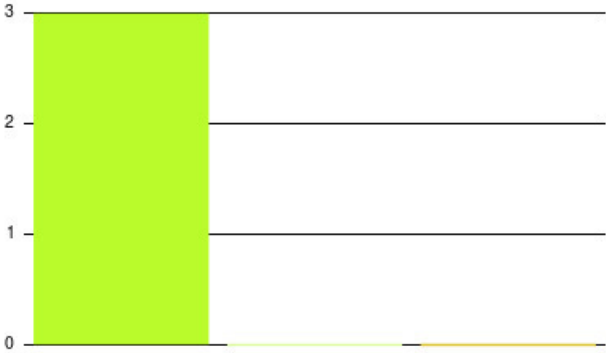
Experience	Amount	Percentage
Very good	2	66.667%
Good	1	33.333%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	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

- LAC - AW - Because I could talk about me.
- LAC - Very child friendly, felt really safe. Full PPE worn :)

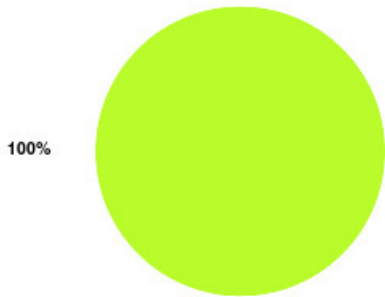


Community Food Team (SH) Summary

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

posting this on behalf of the school teacher below, after doing our first ever virtual fit 4 all schools programme Community Food Team- Martyn & Nicola Holy Spirit Primary, St.Helens Year 4 Mr.Platt Classroom Fit4LL Virtual Session November 5th 2020 The Eatwell Plate The session was great, really informative and the length of it was spot on. The children were very engaged for the duration and all said they enjoyed it. They aren't used to speaking to the computer and don't realise that all the noise they make can be heard, but they'll get better as they get more familiar with it and they'll start speaking a bit more loudly when answering questions I'm sure! I can't think of anything that would need to be changed for next week; it all worked very well for a first time! Thanks again Alex Platt twitter link below: <https://twitter.com/HolySpiritWA9/status/1324426629360353280>

I really enjoyed the first week of fit 4 all early years and I am looking forward to the next 3 weeks.

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%

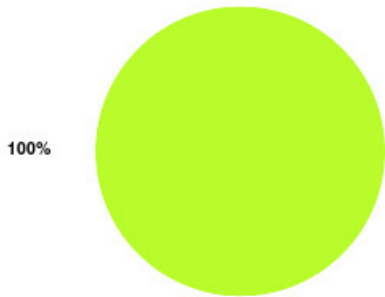
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Community Link Worker - Wigan Summary

Number of responses: 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 feel that you have helped me get the ball rolling on things that needed sorting and I thank you for that.

Thanks Karen for all your time & effort you've given us as I'm sure it's above & beyond your job description..it's very much appreciated

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: 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

Newington - Wendy has been a star. She knows her stuff and gave me first class treatment and care which has resulted in as good an outcome of my legs than I ever thought possible. It's a shame Wendy is to retire in March 2021 as many will miss out on her care. However I wish Wendy a long, happy and much deserved retirement. 11/10.

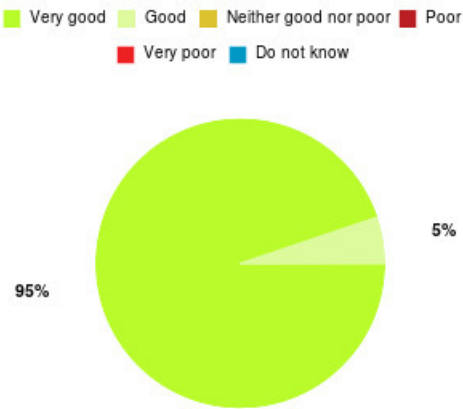
Newington - These are very unusual times and treatment slots are extremely limited. The spacing of treatment this caused meant that my wound was not improving. Nurse Wendy took action beyond the extra mile by inviting me to attend before her normal times making my visits daily which quickly improved my situation. She also took action to send me back to hospital when necessary.

The visit was superb and the nurse was informative and explained everything quite succinctly . Was treated with respect and dignity. Thank you and thank you to the NHS.

Community Rehab - Physiotherapy & Occupational Therapy (ER) Summary

Number of responses: 19

Experience	Amount	Percentage
Very good	18	94.737%
Good	1	5.263%
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	19	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%



Comments

North Ferriby - I was impressed by the 2 young ladies who came to see me, very polite and helpful and gave plenty of information.

We think Emma Jones is brilliant, she helped us extremely well with i.e. forms, helpful advice about various things plus was always on the other end of the phone if we needed her. Many thanks.

I got visits at home and I must say I was provided with a brilliant service, from excellent exercises to help me to move more easily after I had a bad fall, also provided me with a number of aids which helped me no end to have a better quality of life. I would without a shadow of a doubt recommend all your team. Thank you just doesn't seem enough, but thank you all.

Bridlington - Fantastic service, really encouraging session. From start to finish with encouraging comments, great evaluation of premises and my limitations. Should be given own TV show.

Susan Skelton - We had a wonderful lady, Susan Skelton who came many times to help my husband walk. He spent 3 months in hospital last year and barely very much to walk. Thanks to Susan's help. He's doing very well, walking with sticks. Many thanks Susan.

Susan Skelton - We were delighted to have the services of Susan Skelton has impressed us greatly and her ability and her pleasant, fun and efficient manner. xxx has responded well and the improvement in his condition has been remarkable. We would certainly recommend to our friends and family and we wouldn't hesitate in contacting you should we ever need help again.

Susan Skelton - Very helpful, kept to the appointment time, proactive suggestions, also keep you informed about what is going on.

Simple terms used which client and staff understood. Very lovely person to meet, very kind and caring. Pleasure to meet. Gave staff and client insight into physiotherapies.

Susan Skelton - Susan was amazing, not just with her help, but with the level of care she showed me. Thank you for helping me get back on my feet (literally!)

Completely satisfied with personal service and could not suggest any additional needs at this time.

Jennifer Benson, the Speech and Language Therapist who visited me at home was very kind and generous with her time and very sympathetic to our lack of knowledge and explained to us how to deal with my PD symptoms and what help I could get.

Hornsea - 90 year old very happy with the help given, also cheered by the visit, and cheerful visits of Junaid.

Took her time to show me what to do and tell me what the problem was.

Cottingham - Very pleasant person and extremely helpful. Provided additional aids for my disability.

Simon was very helpful and caring when visiting.

Susan Skelton - Susan is very helpful and is good, kind and very useful.

South Holderness - Michelle, Katie and Susan - The treatment given by this team was excellent. Nothing was too much trouble, they couldn't do enough for my wife. Brilliant, thank you!

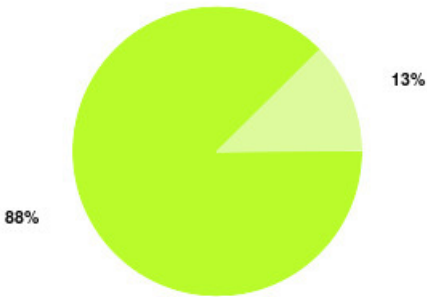
Holderness - Always very, very helpful. A pleasure to have them visit me. I could not have asked for more.

Community Rehab - Physiotherapy & Occupational Therapy (Hull) Summary

Number of responses: 8

Experience	Amount	Percentage
Very good	7	87.500%
Good	1	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	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

Nicola O/T - What a team! Caring, empathetic, and extremely professional. Their help has been invaluable. Thank you so much.
I was treated with respect and friendliness. The exercises I was given were very helpful. I cannot think of anything in particular which could be improved.
Excellent care and support from a very professional team.
Excellent visit. Wonderful team.
Very pleased with the visit of the physiotherapist, very encouraging and happy with my progress.
I want to thank you all for the care you gave me while I was in Thornton Court. The physios for getting me on my feet again, you are all great. Thank you.
The lady who came to see me was very good at explaining to me how it helps to get about better.

Community Stroke Team (East Riding) Summary

Number of responses: 10

Experience	Amount	Percentage
Very good	10	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	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

Very happy to see Sara Girling who answered any problems we had. She gave us advice on how to assist better speech, giving xxx more confidence.

Sarah Herridge - Reassuring to know that I could contact someone on the phone at short notice. I wasn't aware of these facilities until after I had left hospital. Maybe a pack should be made available with relevant information and contact numbers on being discharged from hospital.

Tracy Webb - Tracy was a very friendly lady, with good knowledge of my condition and very helpful with my queries I mention to her. In my experience very little improvement is needed to maintain good patient - visitor reputation. Thank you.

I would like to take this opportunity to sincerely thank the East Riding Community Team. My wife received exceptional help from both Sarah Herridge of the Community Stroke Team and Samantha Lewis Care Coordinator Haltemprice Community Wellbeing Team. Their professionalism, hard work and commitment to get my wife safely looked after are both a credit to their profession and respective care teams. Again I cannot thank them enough.

Tracy Webb - Tracy was always there if you need her and she made xxxxx very relaxed when she visited.

Tracy Webb - For my husband to have a stroke at the beginning of the pandemic was quite worrying BUT he received excellent care right from the start. Scunthorpe Hospital, Goole Hospital, the physio dept. and of course the stroke team. We cannot fault you. Tracy was very reassuring and positive with her regular phone calls. Thank you all.

Driffield - Rachael is like a ray of sunshine as soon as she comes into the door, very loving and caring, she makes you feel at ease all the time and can see everything when you feel down, but she knows how to help overcome all this.

Sarah Whittaker - Sarah was very caring and professional and she made you feel at ease. Sarah would also listen to any problems I may have, she will be a great asset to any team.

Tracy Webb - Really good, easy to talk to and listen to what has been said.

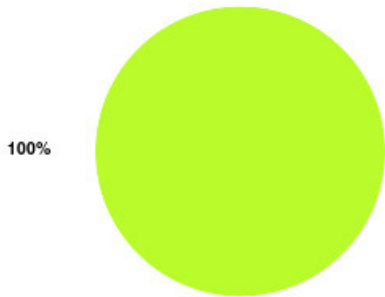
Tracy Webb - Tracey was very kind and helped us if we needed any.

Community Stroke Team (Hull) 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

Trish/Nikki - Both very pleasant and informative.

More visits.

Community Ward (ERCH) 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%

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%

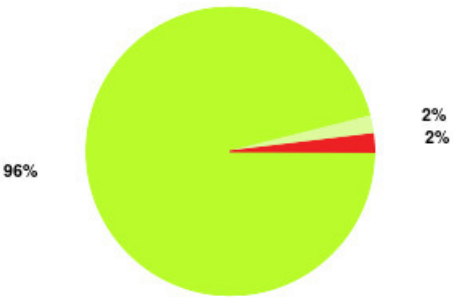
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Deep Vein Thrombosis Summary

Number of responses: 50

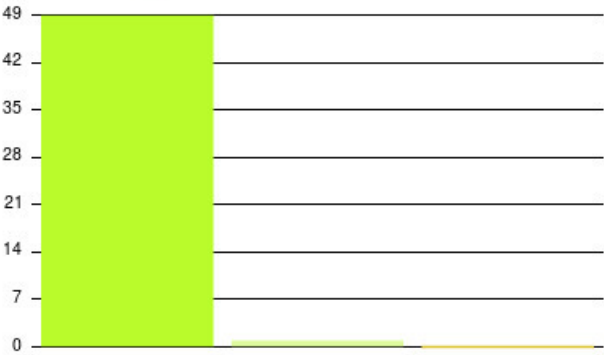
Experience	Amount	Percentage
Very good	48	96.000%
Good	1	2.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	1	2.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	49	98.000%
Very poor & Poor	1	2.000%
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 - Very good and very thorough. Couldn't fault my visit. Nurses were lovely.

I was very impressed with how friendly and efficient the staff were. It immediately put you at ease. Time was taken to explain everything. Nothing was too much trouble. Not enough appreciation is given to NHS staff. They work long hours with little time off. Keep up the good work. Well done.

Lisa & Laura DVT & Beverley UTC - were an absolute credit to the NHS. They made me feel entirely safe and put me at ease with their care. They provided excellent advice and made a terrifying experience, a surprisingly pleasant one through friendly conversation and a kind attitude. Thanks.

Lisa - Very little wasting time - busy and knowledgeable staff throughout, keep it up!

Lisa - Everybody was polite and friendly and explained what they were doing. I was given information on how to help my condition, I couldn't ask for more. Thank you.

Lisa - Felt very at ease and also very friendly, lovely and clean.

Lisa - The staff were very helpful and informative, also very welcoming and friendly.

Adam - I was really disappointed after visiting Westbourne HC, the nurse I saw seemed to have very little nurse - patient skills. He came over as very abrupt and uncaring, he seemed to be ordering me about without any thank you or could yous, or do you mind?

Excellent service - Helen very reassuring - alleviated all my concerns. Gave excellent, reassuring advice. Made to feel welcome and not time wasting. Cannot state highly enough the great service here.

Lisa - Comparatively speedy, thorough and professional - removes anxiety, good explanation, excellent communication (so important).

Adam/Lisa - All the staff were very pleasant and helpful.

Smart, pleasant, efficient; not really any room for improvement.

Helen and Lisa - Excellent communication skills and professional treatment. Suggested Ibuprofen 3 x 400gm per day, only problem . Not allowed more than 16 x 200gms to purchase. 2 days supply.

Lisa was very thorough and professional during my examination, she explained everything in great detail and clearly. She was also kind and reassuring in her overall assessment. She is a credit to her profession. Many thanks.

Adam - Very good staff, well organised and very friendly.

Adam - Great service and well treated. Nothing to improve as good service.

Adam - Service facilities, time keeping and staff all fantastic.

Lisa - The staff were all very friendly and made me feel confident as I was a little nervous regards to what was going to happen. Thank you.

Adam - Felt very comfortable and safe. Covid precautions very good.

Adam - All very good, very pleased with my care.

Adam - Explained everything and made me feel at ease. Very helpful.

Adam - As usual, fantastic service. Extremely informative and helpful.

Lisa - Absolutely first class team. Lisa is really a superb nurse. I was looked after exceptionally well.

Adam/Sharon - Excellent service.

Adam - Very nice people.

Adam - Everyone very friendly. Felt at ease. Spot on for patient - consultant treatment.

Adam - Very friendly staff.

Adam - Excellent service. Great reception staff. Put at ease with consultation. Thank you.

Adam was very helpful and the ladies on reception were great.

Adam - Fast service, really helpful staff, gave good, clear advice. Thank you Adam! :)

Lisa and Laura - Well done for all the help and support.

Adam - So professional and friendly. Put me at ease when I was terrified.

Adam

Lisa and Laura (student) - Simply the best.

Adam - Quick, efficient and friendly.

Adam

Adam - Very efficient and pleasant service. No real improvements needed.

Adam - Great. Highly satisfied.

Friendly and helpful staff who kept us well informed about the delay due to technical problems.

To get an appointment so quickly, so thorough with their tests and results. Such a calm, clean centre to visit. Thank you.

Adam - Very pleasant and most efficient. Everything explained very clearly. Most appreciated.

Adam - Was excellent, very friendly.

Adam - Very friendly staff.

Adam - Reassuring and thorough.
Lisa/Adam - Sat with Adam, he explained the 'do's and don'ts' to us extremely well. I came in feeling anxious and down. After talking to Adam, I left very happy. 10/10.
Adam
Adam - All fine, thank you.
Lisa/Adam/Jo - Couldn't have been treated any better 100%
Lisa & Sam - Nurse Lisa gave me lots of information to take in and answered all my questions to put my mind at rest.
Adam

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%

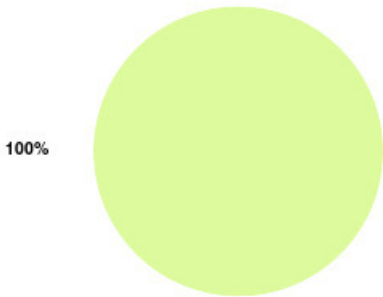
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Eating Disorders Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	0	0.000%
Good	1	100.000%
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

It was very informative for if you are relatively new to eating disorders.

EMPOWER 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

Kelly has been very organised and welcoming throughout the course. I enjoyed the sessions being part of a group where everyone is friendly and comfortable to engage with even on a virtual platform. We managed to surpass the days when the network was bad with a calm approach and always ended the sessions feeling happier. Alan as the assistant tutor made the sessions fun with his humorous jokes. It was a wonderful experience overall.

ER Podiatry Summary

Number of responses: 15

Experience	Amount	Percentage
Very good	15	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	15	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 - The 2 members of staff involved were very friendly and also very competent. My minor surgery was pain free and I was made to feel relaxed during my visit (very professional).
Withernsea - SO nice to see Edna after so many months with no appointments. She was very thorough and I feel like myself again. She cheered me up as always - Edna is very nice and helpful!
Withernsea.
Ladies in reception very pleasant - was seen immediately (no waiting around) podiatrist nurse - lovely lady - very helpful with advice - everything very good. Can't think how this could have been improved in any way.
They were very caring and pleasant. In my case it could not be improved upon, they looked after me very well. Thank you.
Withernsea - Great, efficient and knowledgeable. All one needs!
Withernsea - Such a lovely lady, always happy and smiling. The treatment was very good.
Withernsea - She was very thorough and did a full test. She gave me lots of advice.
Beverley - Very helpful and friendly treatment from Andrew.
Withernsea - Excellent, no improvement needed.
Hessle - Nina - Highly professional care and advice for my own actions here from. NHS at its best.
Hessle - Nice reception and good service.
Hessle - Nina - Extremely likely.
Hessle - Lynda was very thorough and very clear with her explanation.
Hessle - Nina & Kerry - Brilliant. Girls felt really at ease. Absolutely painless. Thank you.

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: 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

Quick response falling referral Excellent communication skills Thorough assessment Supportive and reassuring Comprehensive service Thanks Jade & Steph - really appreciated
Knowledgeable, friendly persuading. A credit to the Community & NHS, Jade is a real asset.
Everything Stephanie told me was very helpful, she is an excellent lady.
Stephanie arrived on time in full PPE, She had excellent communication skills and listened carefully to mum's issues. She came up with a plan and indeed only one day later, I can see this being put into place with a phone call from Kevin. Excellent care - thank you.
Jack & Kym - Plain, easy to follow explanations. Humorous, we had lots of laughs. They were excellent and very motivational. Covered many areas.
No improvements required. Excellent service.
What a very pleasant and helpful person Stephanie was. I felt very safe with all her precautions and advice.
I found the visit from your Falls Team very helpful and willing to help with things I needed to help my recovery.
Excellent - first class.
Steph and Kevin from the OT Dept of the Falls Team went beyond their remit, offering help and support to give us the help I needed to keep Ian mobile and safe. I can't thank you enough.
Kym Cooper - Kim was erudite, instructive and charming. A role model for the NHS. One cannot improve on the care and attention I had.
Professional - very pleasant.
The lady was very approachable and helpful.
Reassuring and helpful with good advice.
Understanding, caring and confidence building from the Health Visitor. Unable to mark up position of grab rails - not stickers provided.
Very good and helpful. Mentioned things we hadn't though about or considered.
Kym Cooper - Could not be better. Very friendly and helpful advice.
She was very good and listened to us carefully. Also, she was explaining everything well. Her behaviour was perfect and she was very kind.
I cannot thank this service enough, I did not require their input but they went above and beyond to assist with my issues and orthotics. I spoke to the lass on Monday from Falls Team and had an appointment on Wednesday with Orthotics and should have my shoes in next couple of weeks. Much appreciated.
The care and empathy shown towards my dad, the lady also rang several times to check in. Making sure we were both ok. Really appreciated this service. Thanks.

Falls Team (Hull) 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

Lifeline - Superb service. Instant response by Lifeline operator. Firemen Danny and Darren (Falls Service) came to the house in record time and efficiently lifted XXX off the toilet floor and checked health etc. Polite and courteous.
George and Pat (Physios). Both were good to me. I am walking much better. I am doing my exercises. Thank you all for taking care of me.
I have been so well looked after, Pat is such a lovely lady and so helpful. I am so grateful for the help she has given me.
First class service.

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%

Gastroenterology 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

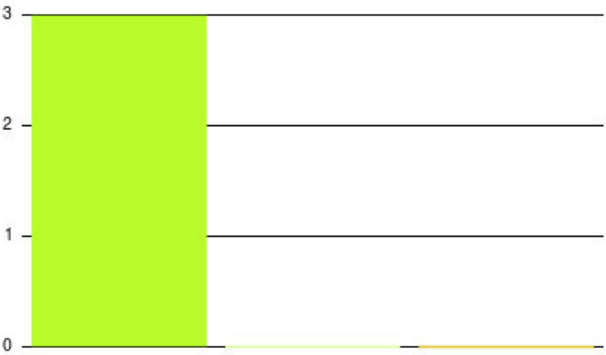
Experience	Amount	Percentage
Very good	3	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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

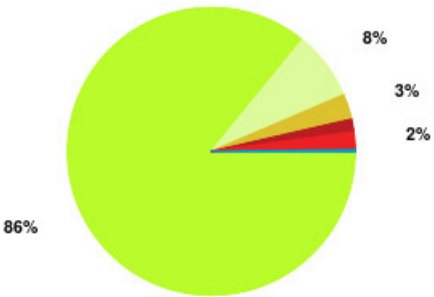
The nurse Margaret was fantastic. She informed me every step of the way how she was going to remove the splinter from under my finger nail. The splinter was all the way in to the bed of the nail. Her skill and perseverance is to be commended. Also the triage and reception staff were brilliant. A big thank you to you all P.S. I am not good with needles and was treated with great respect of my phobia.
Excellent care - seen quickly and problem swiftly diagnosed and bandaged appropriately and clear after care and instructions given to me.
All staff very pleasant and kind (Margaret).

GP - East Park Surgery Summary

Number of responses: 353

Experience	Amount	Percentage
Very good	303	85.836%
Good	27	7.649%
Neither good nor poor	10	2.833%
Poor	5	1.416%
Very poor	7	1.983%
Do not know	1	0.283%

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



Experience	Amount	Percentage
Very good & Good	330	93.484%
Very poor & Poor	12	3.399%
Neither good nor poor & Do not know	11	3.116%

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



Comments

The staff at reception, and two nurses where excellent

I felt very safe and it was in and out for the patient

Good organisation

the staff! They're amazing all of them! Never visited a doctors surgery that has such wonderful staff. Nothing is a hassle they engage with smiles into the waiting area were another equally lovely and friendly lady who asked same questions then took my temperature. After that I went into the room and the nurse was lovely

Very professional and organised

All good.

Very covid safe, staff were so informative and helpful. Great access and oneway system. I dont think you can improve on the systems in place.

The visit was very well organized, very friendly staff, and we was in and in minutes. Great

Overall very good

Nurse efficient and pleasant. Waiting area vague, someone pushed past me without waiting to be called

It was a normal, routine examination and it was conducted in the way described. No problems thanks.

Staff are always friendly, yet professional and experienced. The 'covid' procedures are very effective and simple to understand. Everything looked clean. 10/10.

I felt COVID safe. And the staff are always very professional and friendly

Fast , safe, friendly and efficient

Friendly staff that care

The staff were excellent and friendly. I was seen quickly and everything went well. I was very happy. Thank you. No complaints.

The good thing was the injection the nurse was so gentle .I never felt a thing .sometimes it hurts I have a fear of needles .there was a lot of staff in

Gois advice, could do not to wait outside in the elements at age 82

On entry the receptionist very pleasant and also the nurse,

No waiting and quick and efficient

It was for a flu shot. The staff were quick and efficient, pleasant and friendly.

Excellent service. No waiting and nurses etc where extremely kind. Couldn't improve service.

Would be nice to be able to get through on the phone for at least a telephone appointment been trying for weeks now and getting nowhere else

ronavirus guidelines in place very clean

Quick & painless ...pleasant caring staff

Everyone was efficient and friendly the nurse was very informative without being patronising couldn't have been better

Flu clinic was so well organised

It was quick and organized

Quick, safe and staff was polite

"Very organized. Polite and pl Pleasant staff."

It was very efficient, arrived a couple of minutes before my appointment time was greeted by a friendly receptionist and was dealt with quickly,

Personable nurse. Appointment time needs to be better managed waiting too long. Indoor waiting area should be provided waiting outside the entrance not suitable

First been notified by the service that i needed bloods taken, secondly staff at the surgery made me feel safe from covid

Speedy, efficient service. Pleasant staff

Social distancing measures were very good and was seen very quickly

Every aspect was good particularly in the current circumstances

It was all good

The waiting time could do with improving and listening to me with my problem was good but also reassuring if medication prescribed is wrong I can go back

Very quick and efficient, expertly following government guidelines

Fast and fluent. Nothing could be improved. Maybe letting people know to go Round the to car park exit when they get thier appointment reminders

Well organized the way you enter and exit the building Nd temperature checks very good

Covid secure. Receptionist happy, friendly and very helpful. Nurse talked through procedure and again happy and friendly.

It was quick and safe during this virus

Nothing improved everything very professionally dealt with.

Covid secure. Receptionist happy, friendly and very helpful. Nurse talked through procedure and again happy and friendly.
It was a safe, efficient service.
Quick and easy the nurse who did the flu jab was lovely and polite ?
Felt like i was listened to and my concerns understood
Appointment on time, nurse very thorough and informative
It was very organized and quick dont think you could do any more than that
Speed
All staff very nice
Very professional felt at ease well done
Lovely friendly receptionist and lady giving flu jab, nothing needed improving
Felt safe. All precautions taken. Staff very helpful and friendly.
Very professional and welcoming
Extremely poor! I attended for my flu jab and was rudely spoken to my the receptionist and nurse a
Its always pleasant always easy to get an appointment always good overall
Very efficient, quick, friendly and safe
"Great one to one Information about the tests"
General efficiency, polite and friendly.
All good a very efficient
Straight in and out.
All was good, nothing to be improved
Courtesy of staff,putting me at ease,explaing procedure
All staff very professional and friendly ensuring the visit was very comfortable well done East Park Practice xxx
Controlled very well around corona screening, taken straight in from outside to treatment room when ready by nurse. The nurse was thorough, friendly and lovely
Everything was straightforward perfect.
Well organised entry system, very pleasant staff.
Well organised and very efficient
Efficient
Appointment on time, very good Corvid controls in place, the nurse was friendly and very good
I felt very rushed .. wasn't even able to sit down for the flu jab was in there about 30 sec and that inc me taking off my coat and putting it back on ..
Straight in straight out no messing about and staff polite and efficient
Quickness and friendly
Nice and helpful nurse
Friendly staff and clean premises
Visit was good, initial phone call to reception the receptionist was quite rude and abrupt when I was stressed and dealing with a sensitive issue.
Good process, felt safe, clear instruction, one way system
Nurse was very professional
Swift, efficient and polite staff made the visit seamles.
The Nurse was fantastic. Professional and friendly
The nurse was absolutely lovely and friendly
The visit was good and professional and health and safety was there top priority staff was friendly as well
The organisation of how to get inside the building was terrible with posters directing to the wrong entrance. There was no marking of where to stand
Staff doing flu injection very pleasant and very good
Today was good, staff were friendly and helpful, waiting time was short.
Everything fine all well explained and Covid precautions excellent.
Had an appt for flu vacc but the person I was booked in with could not give it as I had never had one before therefore a wasted journey for me
Friendly faces , happy an helpful .
Efficiency and politeness and conserve for everyone's welfare

Quick, efficient and painless. Couldn't be happier.
The nurse that I saw was fantastic and friendly
Very happy and pleasant staff, which made patients feel comfortable and welcome
[1/2] Good points - no waiting & pleasant staff. Improvements could be made giving directions into the flu clinic - phone call, text message
Happy with covid precautions staff very pleasant
Excellent service, polite and friendly staff
Prompt, friendly, efficient
Nothing to improve everything was great Dr was extremely polite and helpful along with reception staff
It was punctual and professional,
Friendly, polite and very professional
] Felt safe the nurse was lovely appointment was in time. Only marked down as could not get in touch via phone or using app to book appointment
Everyone was nice and pleasant and made you feel at ease. No complaint all
Quick and well organised
Done bt fone call cant get In the surgery
Made me feel at ease as Im not good with injections.
It was quick and efficient. Staff were professional but welcoming.
The efficiency of the surgery, nothing to be improved on
Was in and out no waiting
[1/2] Staff are amazing so helpful & I can't fault the whole practice in anyway Doctors nurses clerical staff feel very lucky to be a patient I'd such a great
Didn't have to wait long, polite, friendly staff.
[1/2] It went smoothly and on time. Problem was I asked to be texted the appointment time. I was not.
Well organised flu clinic in and out in no time everything covid safe.. Flu jab explained well and delivered efficiently
Very polite
Nurse was lovely and really welcoming, I liked that temperatures were checked on arrival which made me feel safer. I didn't like other patients ignoring the rules
Was quickly in and out no bother
The staff was nice got seen to straight away no complaints at all ?
Very friendly and professional while being courteous. Covid guidelines and procedures followed to the letter. A perfect service from the staff.
Very friendly and professional while being courteous. Covid guidelines and procedures followed to the letter. A perfect service from the staff.
Polite nurse when taking blood I'm 70 and was left in the very cold weather for 7 minutes until I could enter and the surgery was empty
The nurses were lovely very kind and helpful also my first pain free injection thankyou
Friendly, thorough and efficient ?
The nurses were excellent very pleasant and helpful
Covid friendly,on time, caring and friendly staff.
My appointment was smooth and quick and hassle free
Shannon was professional. I didnt need to hang around and explained everything thoroughly.
Very friendly and very quick getting seen too
Flu jab went okay, considering I hate inoculations.
It was on time and didn't have to wait long, nurse explained everything b4 the procedure
The appointment was on time - the nurse was understanding & informative
This was the first time that I had met Louise and she was fantastic. She took an interest in my condition, what I was doing to try help it and discussed
You were calm helpful and pleasant we didnt feel stressed at all
Felt safe good hygiene. And happy with procedures out in place, to keep everyone safe.
The nurse that I saw explained everything was polite and friendly and helpful and could not do enough
The nurse is lovely
The service
All service
There were no other patients & I went straight in & out again.

From even before entering the building the COVID-19 procedures in place were brilliant and I felt very safe. I had an appointment with Diane the nurse who was lovely
After being told to wait outside for someone to let me in I waited for 15 minutes then received a text to say I hadn't turned up for my appointment
kindness and knows what she is doing . first class nurse .
The nurse was exceptional good, but was left outside with water spraying down on us from a leaking gutter, which wasn't good
On time & Shannon is always pleasant & efficient
My appointment was on time
On time, friendly, efficient on the blood taking.
All rules were followed temperature checked saw on time blood taken nurse was friendly one way system in place
Service was excellent nurse was bubbly as always
Friendly and polite staff
It safe. No improvements needed.
Very friendly and helpful nurse
The nurse spoke to me about worries that I have she was so understanding
They are good for me and regards good for making me get my bloods on time ..
Nothing good it was cancelled!
Staff behaviour and professionalism.
Very nice & polite staff & no need to change anything great as it is
Wasn't kept hanging around and everything went smoothly Staff helpful as usual
"I can sit safe at home and talk to the gp. Only improvement would be a text alert giving a rough one hour window for the incoming phone call"
the nurse She was just a lovely lady xx
I was allowed into the building straight away and then after 5 minutes wait went into surgery to have blood test. So altogether I was only in the building a few minutes
Don't know as I had to cancel my appointment.
You have spent money on social distance seating but don't allow people to use it. You have paid for screens but refuse to talk to people in the surgery.
Quick and helpfully
Shannon my nurse had a lovely bedside manner and very efficient. Gave good advice and great at doing blood tests. If we need to wait outside for appointment should be informed this
Quick service and felt safe
The receptionist were nice and the doctor was very nice and polite she put you at your ease
Friendly and easily understood
The nurse was lovely and very professional
They nurse I saw was very welcoming and put me at ease, she was very helpful and friendly
The nurse was outstanding, friendly helpful and amazing as always. Cant fault her. But your reception team and stance on covid were not good.
Polite helpful understanding
The nurse i had was amazing!! So welcoming and polite she really put me at ease
Friendly nurse
The COVID procedure was very reassuring and the nurse I saw was excellent.
Blood test excellent didn't feel much nurse excellent.
I was seen on time and the appt procedure was carried out promptly.
I was seen promptly n the practitioner was great.No improvement needed
The staff, have done their best under the difficult situation.
NOTHING WAS GOOD I WAITED NEARLY 40 MINUTES OUTSIDE THEN YOU TEX ME AND SAY WHY HAVE YOU MISSED APPOINTMENT TODAY AND THE APPOINTMENT I HAVE GOT ON MONDAY
never rushing the patient or making them feel a nuisance....quality nursing!.
Stood outside for ten minutes was not good, nurse was lovely, frustrating how you can not see a doctor,only telephone calls, it really is not good at all
Very good service
Kind and courteous and on time
The nurse was good with the toddlers

Nothing ! Waste of time sending me there when it was supposed to be a telephone appointment not a practice appointment which I was text. Lack of communication
All good to me. Obviously trying your best during these covid-19 times.
The nurse who my son had his appointment with was extremely friendly and compassionate. I was made to feel very welcome by her
The staff, Colleen and Diane were very professional. Full ppe,was worn and information given appropriately

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%

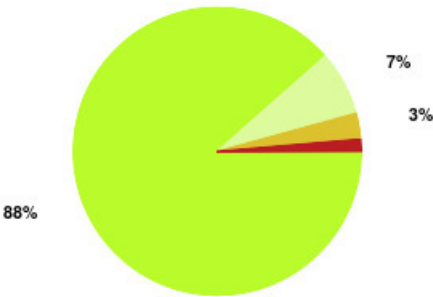
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

GP - Kingston Practice Summary

Number of responses: 69

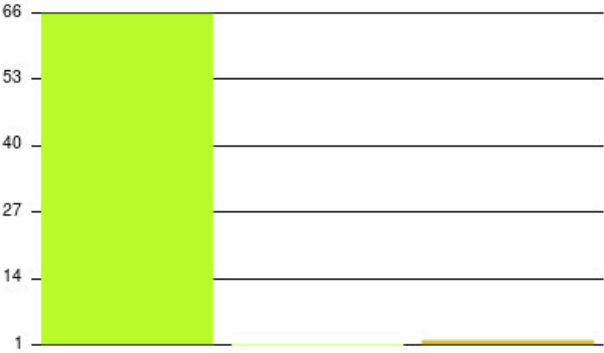
Experience	Amount	Percentage
Very good	61	88.406%
Good	5	7.246%
Neither good nor poor	2	2.899%
Poor	1	1.449%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	66	95.652%
Very poor & Poor	1	1.449%
Neither good nor poor & Do not know	2	2.899%

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



Comments

Nothing as I only visited for my flu injection

Professionally arranged social distancing appointment...all staff knew their roles and the task was completed without a hitch....thank you!!!!

Staff were welcoming, courteous and efficient from beginning to end

The way in which patients attending for the flu vaccination carried out to keep everyone safe

"friendly staff. Nothing to improve"

Nurse Jane Wright was very efficient throughout my tests. I had no problems on this occasion during my blood test

Came for flu jab was very organised felt safe WELL DONE

Friendly, efficient and speedy service

] Even with this COVID bug going about I have been vey aware of infection control and it was the first time visiting GP since the pandemic started . it was a very good experience

Went for flu jab. Timely and carefully planned for the pandemic. Nothing to suggest for improvement.

Very efficient when I saw the nurse also very professional she couldn't have been nicer.

No improvement needed very good ?

I was treated very efficiently and courteously.

a temperature check and an effective one way system. Well done!

Everything went like clockwise, very well organised and carried out.

Very professional.

Everything Organised. Oh so Easy. Straight in Straight out .Thank you..

Every thing explained learnt a lot of the nurse excellent service

On time, well organised, efficient

Friendly service nothing to improve

Very efficient, & organisation exceeded with seeing patients smoothly as can be.

Well organised and safe

Very well organised and very friendly polite staff. Dont really think any improvements really needed. All good.

FRENDLY SERVICE JUST HAD A FEELING OF BEING SLIGHTLY UNDER REHEARSED

Kept socially distanced and apart.... Everything explained

Patient safety was evidently paramount, all staff helpful and welcoming

Social distances and speed of the appointment.

Very pleasant and efficient operation

Covid19 procedure was simple and efficient all involved we're approachable and friendly. Did not have to wait long

The nurses and staff were very efficient

The nurse was excellent in explaining the procedure and making us feel relaxed first class

I personally found all the staff very efficient and welcoming.

Your staff and everyone are friendly and helpful

Very efficient, good social distancing due to covid 19, very friendly staff, excellent information on procedures

It was clean and well planned out for flu jabs

Quite well organised flu jab especially in the current covid time.

Efficient service from going in to coming out. Felt very safe in these times! Nurse Ellie professional & friendly as always. All good thanks

I know things are awkward during this time but to keep patients standing for several minutes before going through to receive treatment can be a bit painful

It was well organised and Covid safe

It was well organised

Brilliant system for the flu jab, well spaced, clean

I don't think improvements can be made. Everything spot on

Felt safe and well organised

Very organised and felt safe during all aspects to of visit

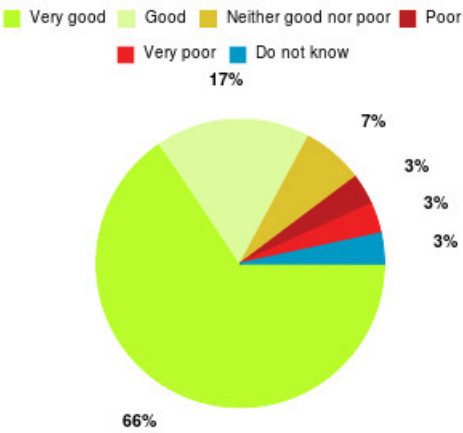
"The patient management by staff was good, Better indoor space needed for bad weather"

Excellent organization especially in respect of covid protection. Seen on time. Pleasant smiling staff

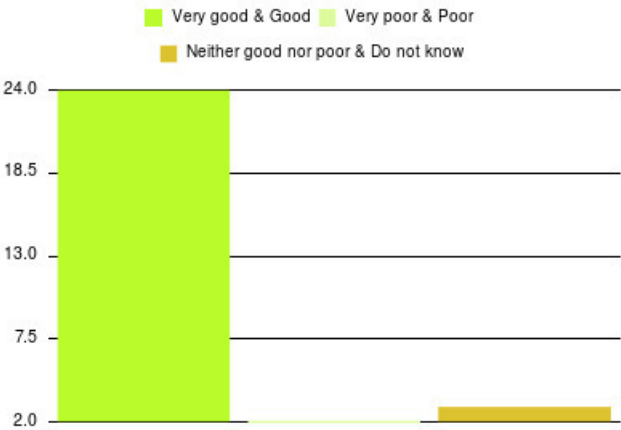
GP - Riverside Practice Summary

Number of responses: 29

Experience	Amount	Percentage
Very good	19	65.517%
Good	5	17.241%
Neither good nor poor	2	6.897%
Poor	1	3.448%
Very poor	1	3.448%
Do not know	1	3.448%



Experience	Amount	Percentage
Very good & Good	24	82.759%
Very poor & Poor	2	6.897%
Neither good nor poor & Do not know	3	10.345%



Comments

I was little bit late my appointment but luckily she let me in

Appointment on time enjoyable experience

Friendly practice nurse who was amazing with my little boy, thank you

well done folks and THANK-YOU. X

The nurse was patient and very professional

Everything was fine nothing to improve from my end

It was very friendly and the service very good

excellant practice and nurse ringing her again in 2 weeks for another jab and am looking forward to it. I also appreciated the strict social distancing procedures in the surgery which reassure you

10 minutes with me and also gave verbal advice - which I will follow - on my husbands severe medical condition. Excellent!

Nicest nurse i ever meet, and a great doctor

On time, very safe.

Was good going in one way put the other. Not touching anything. But i have anxiety and O C D worse since virus i panic. On arrival

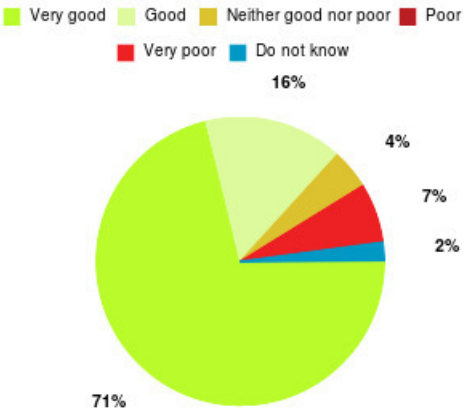
Extremely helpful nurse who explained everything clearly and was very pleasant and polite

The nurse we had appointed with was excellent communication and friendly also she was excellent supporting. The waiting outside could be improved

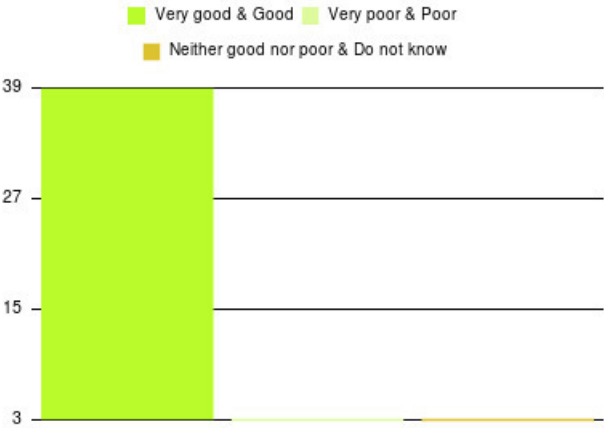
GP - The Quays Summary

Number of responses: 45

Experience	Amount	Percentage
Very good	32	71.111%
Good	7	15.556%
Neither good nor poor	2	4.444%
Poor	0	0.000%
Very poor	3	6.667%
Do not know	1	2.222%



Experience	Amount	Percentage
Very good & Good	39	86.667%
Very poor & Poor	3	6.667%
Neither good nor poor & Do not know	3	6.667%



Comments

Quick professional service with great staff who explained everything clearly

Treated on time and with respect.

The nurse I spoke to was absolutely lovely. She happily answered any questions I had and was really reassuring and professional.

flu jab. A very efficient and super service in these times, nothing but praise for the team today

Nothing could be improved as the nurse did everything she should have done and couldn't have been nicer and helpful to me

The procedure and care was 100% excellent. The nurse who's name alludes me was lovely and friendly, making me relaxed and calm

The receptionists and the nurse were polite and explained everything fully and in layman's terms so as fully understood

I am happy to see social distancing in place. But I wonder how long patients will have to wait outside in the winter.

Everyone was professional and made me feel at ease

Doctor do not wearing face mask. I am not sure about his health. He looks not well. And can't explain me anything about my health condition.

The best thing is how serious the practice and staff are taking everything

Everybody was helpful courteous and very polite

It's good that a patient should receive a call to their appointment but that should be clearly stated on the text.

It was my first time there. The staff were friendly and professional. The nurse was open to my asking her questions. She was able to get my blood at first time

MY VISIT TO THE SURGERY WAS VERY GOOD BECAUSE OF THOUGHTFUL RECEPTIONISTS & 2 NURSES CLEANED and REDRESSED MY MEDICAL AILMENTS , IS WHY I AM WELL PLEASED

warm friendly service. nurse was helpful and gave lots or reassurance while vaccinating baby brilliant

the nurse was apologetic for the wait out side in the rain. when raining and patients are on time for their appointments let them inside

On the 19th October, I attended the service for a breast check as I had noticed significant changes in my left breast. Having previously been to the walk in centre a week previously as I was concerned and couldn't be seen by the quays. When I entered the building the doctor did not introduce herself, just asked me to take my top half off and lay on the bed. Now as this is a sensitive topic especially as I am only 22, feeling something in your breast is a scary experience, I would of expected the doctor to first have a conversation with me asking if anything had changed since the last time I had my breast checked. So already I was feeling uneasy. As I was undressing she asked me what breast was painful but I couldn't hear her, politely I asked "you what sorry?" She then bellowed at me and spoke in a very patronising manner - "I SAID WHAT BREAST IS PAINFUL!" I replied "oh I'm sorry I didn't hear you," as I was really starting to get annoyed at her professionalism at this point. She then checked both breasts and that was fine. Afterwards she went "right get dressed," and went to her computer and didn't even look at me and said she was referring me to breast clinic. Obviously to anyone that causes panic, she just expected me to go after that. I had to go up to her and ask her what that means, if she found anything? And she just said "try not to overthink it, I'm sure it's nothing to worry about it, the scanner picks up everything." And that was the appointment. After the appointment I felt like bursting into tears and feeling really anxious as being 22 and going to doctors about your breast is a big deal anyways let alone a mammogram. I if she had shown an empathy whatsoever I would of came out the appointment feeling a little bit better. I can't understand how a doctor can show such little empathy and compassion to a subject that is sensitive. I usually have had a really good experience with the quays and I came out of that appointment disgusted at a clinician who did not seem interested or bothered in the slightest. My name is Braidey English - DOB 20/08/1998 and the appointment was 19th October at 14:30pm Thanks

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: 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

Really very friendly and calmly hearing what parents are telling to her.

The visits was good because they really helped with my daughter, brilliant advise and everything had worked. Couldn't be happier, thank you.

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: 6

Experience	Amount	Percentage
Very good	6	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	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

"I'm so grateful for the advice and support its been second to none, I never thought I would need help with my mental health but it just shows. I feel strong enough with the strategies you have given me, they are embed, I recognise the importance of taking time for myself, I feel can help others. Thank you Jordan".

Debbie has been a tremendous help, giving me ideas to try and get me out of the house. Lifted me out of a dark spot I was really down but now things have improved. I feel like I can cope and have more going on in my life. I did not think I would be able to feel better, things have really changed for me. Debbie has encouraged me to look at my finances and to look at volunteering. Having someone to talk to and listen to has been amazing. I will not hesitate to call again if I feel like that again and will recommend to others.

The help and support that Debbie has given has been second to none. I can talk to her about anything and she would help and support would turn any negative into a positive, it is a great ability and I feel I really need as I can be very negative. It takes some doing to get through to me and to work with me but Debbie has worked really hard to gain my acceptance. Debbie has helped me with so many situations. Repaired relationships with family sorted housing and finance, has helped me with my psychological condition and on occasions made sure I had food. She is a treasure and will be sorely missed.

Clicked with social prescriber straight away, will go out her way to advise/help you sort things. In my case social situation issues, emotional/anxiety problems and when you struggle bringing order to things others find simple, she was there to say "here, Michael, you need to do this, then this" or would look into it for me etc. Also straight away got a sense of genuine and empathy and felt i could open up for the first time about issues that have hindered my life for years that are very personal to me and was surprised to receive an empathetic ear with great advice and offering a different perspective whilst understanding mine. I guess all I can offer as advice for anyone like me with trust issues is just give it a shot. You may be surprised and suddenly find yourself with the start of or larger support network. They will do their best to cater around you. The work has to come from both parties. The service is based around goal setting which personally the word 'goals' frightens me at first but this simply could be "right by the next time we speak I want to have created a routine of getting out of bed at 8.00" and if you don't achieve it, you will work around why you think you didn't, what you think may help. So I'm trying to say if you're like me don't let big words like achievements/activities/targets put you off because a lot of us feel worthless. This is support not a competition.

"Very helpful, you've given me something to think about with regards to going back to some of the thing I can do to try to help me on day to day things, ill phone that service as well".

The support Debbie has given emotionally has escalated confidence and encouraged to take action not stay stuck. Still remembers all that has been said and I push myself even though has been sometime. It has always been positive, I have registered for a college and volunteering with Homestart because Debbie gave me confidence. You care about me physically and mentally and supported to appointments. Did exactly what I needed and to talk with me. You have given support where family is missing. Really happy. Debbie cared about me and looked for solutions, I really appreciate it.

Health Visiting 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

Both HV full PPE. Friendly, knowledgeable, helpful and offered guidance and reassurance.

Friendly and supportive, accessible and happy to give advice whenever you contact them

Friendly, engaging discussion. Gave lovely feedback about our child.

Lindsey Eddom - We received brilliant advice on sleeping but mainly feeding which has helped both my son and I. Great to have face to face advice on what can help you improve things for your baby. Thank you.

I had Shirley Simpson as my health visitor with my youngest Elijah-Kohl and she was absolutely amazing, she kept us on longer to make sure my anxiety improved and was so helpful and reassuring.

I had Shirley Simpson for my little girls 2 year review today and I can hand on heart say she is one of the nicest, friendly and down to earth professionals I have ever come across. I was massively anxious before she came (I have no idea why!) and all my worries and questions were answered with sound, professional and logical advice. Everything she explained was done so in a clear manner and she reassured me that my little girl was meeting milestones expected for her age. She also gave me practical advice on how to help her develop further. She has SUCH a calming nature, and honestly I felt like a massive weight had lifted off my shoulders after she visited. When she left she said our little girl was lovely and was a credit to us both, something that means a lot to someone balancing 2 under 2 at home. It must be such an anxious time for health professionals coming to our houses but you would not have noticed any difference in attitude or approach, apart from her PPE which was spot on. So in a world where comments of complaints far outweigh those of praise I would like to re dress the balance. Thank you Shirley I wish I could put you in my pocket and carry you around with my everywhere! She is a human sized "I know the answer to everything!" book. Thank you again, Chrissie Redhead.

I had Shirley Simpson for my little girls 2 year review today and I can hand on heart say she is one of the nicest, friendly and down to earth professionals I have ever come across. I was massively anxious before she came (I have no idea why!) and all my worries and questions were answered with sound, professional and logical advice. Everything she explained was done so in a clear manner and she reassured me that my little girl was meeting milestones expected for her age. She also gave me practical advice on how to help her develop further. She has SUCH a calming nature, and honestly I felt like a massive weight had lifted off my shoulders after she visited. When she left she said our little girl was lovely and was a credit to us both, something that means a lot to someone balancing 2 under 2 at home. It must be such an anxious time for health professionals coming to our houses but you would not have noticed any difference in attitude or approach, apart from her PPE which was spot on. So in a world where comments of complaints far outweigh those of praise I would like to re dress the balance. Thank you Shirley I wish I could put you in my pocket and carry you around with my everywhere! She is a human sized "I know the answer to everything!" book. Thank you again, Chrissie Redhead.

Kay Feeney visited us to teach baby massage and for some general support. She was really open and friendly while also being extremely professional and giving great advice. I felt like she really listened to me and understood how I was feeling. I looked forward to every session and they've had a very positive impact on my mental health and bond with my baby.

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: 5

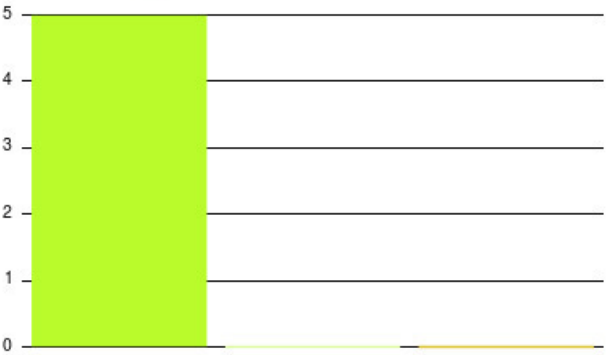
Experience	Amount	Percentage
Very good	5	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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

Darren and Jody were super, dealt with xxx very well, then I asked Darren about my leg, it was worrying me. It was red, swollen and hurting, he took my temperature and realised it was raised, said I could be brewing an infection. He called 111 for me and arranged for a GP to come and see me.

Lovely girls, very thoughtful and caring, really helped me.

Blue watch - Nothing to improve, compassionate from the girls; got extra medical help and referrals to get extra care for my dad, reassuring to know there's help available.

Blue watch - Perfect very happy with the help I received. Felt safe.

Blue watch - Very effective service, reassured me throughout. Very thorough with medical issues and getting extra help.

Hull Podiatry Summary

Number of responses: 10

Experience	Amount	Percentage
Very good	10	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	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

Lee - Dear Team, although I have always received excellent treatment from your staff, today was exceptional. I cannot thank Lee enough for the help and advice I was given. First class and more.

Newington - Ruth - Everything was excellent.

Newington - Ruth - On time, well explained and professionally carried out.

Excellent podiatry appointment with Oli; very professional and informative. 10/10

Morrill St - Nothing.

Elliott Chappell - The service provided by Lee and the support team at Elliott Chappell was brilliant. His personal care and approach was absolutely first class.

Bransholme - The podiatrist was very nice and good at her job, she looked after my husband very well. Thank you.

Morrill St - Relieved pain in toes.

Newington - Excellent service. Staff very supportive.

I saw Cesar today and just wanted to say that he is the best podiatrist that I have ever seen - he is fantastic and has done wonders for my feet! Thank you so much!

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

Emma C & Dr Jorna (along with DVT team) - Very little wasting time - busy and knowledgeable staff throughout. Keep it up!

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: 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

Always call back when they say, and always reassure you.
Supportive and friendly.
Can't thanks he team enough! Especially Amanda! Thanks so much for coping with my melt downs
The advice is practical and supportive.

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%

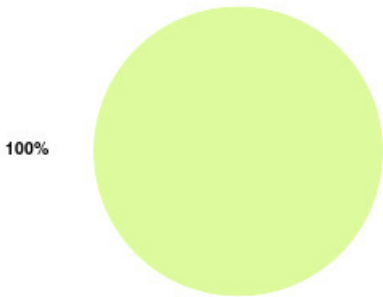
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Intermediate Care (ER) Summary

Number of responses: 1

Experience	Amount	Percentage
Very good	0	0.000%
Good	1	100.000%
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

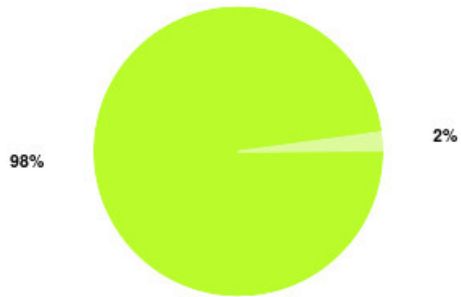
Hessle - Difficult to find fault each one of the carers was very good, always extremely pleasant and helpful.

Jean Bishop ICC Summary

Number of responses: 45

Experience	Amount	Percentage
Very good	44	97.778%
Good	1	2.222%
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	45	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

Outstanding whole person service, my father really enjoyed the visit and I felt part of his journey. It's great to visit an NHS service that has the best equipment and environment matched with a team that are outstanding in their care and compassion. Huge thankyou!

Everyone is so helpful. The care is outstanding, you feel so welcome. Everywhere is so clean. To get food and drink is amazing and the food is so good!

The staff was over welcoming you felt so relaxed. They couldn't do enough for you. They listened to everything you had to say, caring totally thorough

Superb - Brilliant!

Very welcoming and lovely people, was really treated well by all

Looked after you very well

Relaxed visit to see the medical staff

Good, everyone looking after very well

Excellent staff, a warm welcome. Would highly recommend

It has been great because I've been in isolation for many months. I met Jean Bishop in 2017 when she opened a care home, I was part of a little choir who sang to Jean and all the people

Geoff was very happy meeting all the different teams. everyone was polite, cheerful and treated Geoff with such kindness. Excellent care, made us feel welcome

Good help all around. Nice friendly attitude

Everything you need under one roof. All the staff were helpful.

I found the service very good. Staff very helpful - thank you

Excellent, kind and clear. Professional.

I would like to say the staff are unreal and very polite towards you. Everyone cares and looks after you. The food was excellent. A big thank you to all of you. :)

Everybody we talked to was helpful and kind. Enjoyed our unexpected lunch.

All staff are so helpful, very nice people. Caring and they make sure you have all you need. Thank you

Very warm and caring staff, Nothing too much trouble. Thank you so much for everything. Excellent, everybody was so kind and caring.

Smooth and streamlined. Knowledgeable and answered questions clearly. A service to 'shoutout' about. A peaceful stress less experience for an OAP. V Good

Overall experience was excellent. Staff very helpful and made you feel welcome. The meal was very nice and very welcome to make life easier. Thank you for your help and care.

I really enjoyed it, keep coming on with your good work. Thank you

Very professional and polite and thorough

Everyone listened and wanted to help. All the staff were friendly and nice and it was a satisfactory visit. Meals very good and enjoyable

Visit was excellent. Lunch was lovely. Area beautiful and clean. Toilets clean. very happy with visit and loads of help given.

Staff are very friendly. Made you feel relaxed and not rushed. They couldn't do enough for you. Got more answers to questions in half a day than I have in years of appointments. THANK YOU :)

All staff are very friendly, helpful, caring and make you feel at ease and relaxed.

Enjoyed the day - Interesting and things learnt.

Every part, all the staff. Felt 100 per cent better leaving. Felt listened to and understood. Could talk about anything which made a massive difference to me. What a great place, thank you so much

Nurses were really nice and helpful. Meal was enjoyable. Thank you for that

Everybody was so polite and caring and professional. It has been a wonderful experience, thank you very much!

A good general overview of health issues

Really excellent place. Friendly, caring and knowledgeable staff who clearly demonstrate empathy for the patients and family.

Very thorough care. Lovely staff who all made dad feel settled and listened too from start to finish. Given a lot of information and time which we have not had from GP. Thank you.

Everything was lovely, friendly staff. Would definitely come back

Everything was excellent. Learnt a lot. Staff so kind and helpful - all in all a good experience.

Enjoyed it - thanks

I have had my first visit at the centre, what a fantastic place and brilliant people. Everyone is so friendly with a wealth of information which is exactly what I needed so I can make sure my parents are getting the help they need. In my opinion you can't improve something that isn't broken!

The whole visit was excellent. Staff very helpful and friendly, make my dad feel very at ease. It was very good to be seen and assessed by many different people and to not be rushed in any way. I honestly feel not much could be improved just keep up the excellent work the centre is doing, well done to everyone working there and thank you

Really lovely pleasant atmosphere. Friendly caring thorough staff. Delicious food, can't fault anything

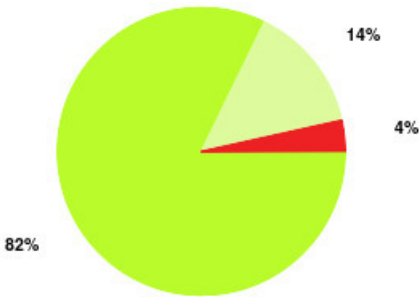
Absolutely brilliant. All the staff are courteous. Alex very good company and will make a great doctor.
Our visit today was a good day out, everybody was very helpful about everything
A warm welcome from Jane - well supported by all the staff with pleasant and helpful advice
All very good
Could not fault the Jean Bishop Intermediate Care Centre staff very friendly and professional and put you at ease. Everything under one roof, even a cafe with a good choice of food. 10 out of 10.

Let's Talk (Hull) Summary

Number of responses: 28

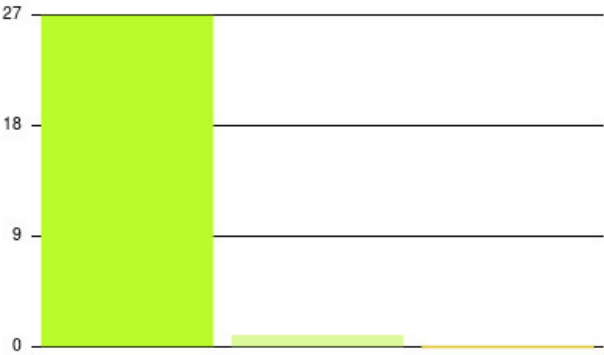
Experience	Amount	Percentage
Very good	23	82.143%
Good	4	14.286%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	1	3.571%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	27	96.429%
Very poor & Poor	1	3.571%
Neither good nor poor & Do not know	0	0.000%

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



Comments

Richard was lovely to talk too very understanding and helpful.

It was good that it was easy to refer myself, however now I have a treatment plan I have no idea how long it will be before someone contacts e to get an appointment or when this will be

I never thought that I would feel whole again. Starting my sessions I felt like I just did not want to be here anymore and just wanted to give up. With the help of my councillor I put into practice every thing we talked about on a weekly basis. Opening up on things that stopped me from wanting to get better from my childhood to were I'm at the time. Always wanted every person in my life to be happy and not feeling the way I felt. Not thinking about myself being happy. Through out my sessions I made a choice to leave my partner of nearly four years as I was not happy in the relationship as he was content as long as I made his life easy and paid for everything and I struggled. This ended up with him showing his true colours and he assaulted me. This was a big step as I did not want to be alone. I'm really happy moved home and started doing some gardening love my new home and my new life

My therapy with Stuart was fantastic, the work we did together has really changed my life. He listened but also challenged my thinking where needed, Which is exactly what I asked for. I felt fully understood. There is nothing I would change about my experience.

Very good assessment and true

Craig was very helpful at explaining helpful tips in detail and made it easy to apply everything to situations I was struggling with

Overall very helpful and constructive phone meetings.

I think overall the Let's Talk phone meetings were ver helpful and constructive for me to take part in.

I was really nervous before my first appointment but Owen made me feel really relaxed from the start. He was really helpful and never pushy and I didn't ever feel judged. I felt able to talk to him about things I'd never shared with anyone before.

I worked with Owen for 7 sessions and he has helped me more than I would have been able to help myself if I did not access the service. He's helped me realise that it is okay to have downtimes and that it is not selfish if you want to take time out for yourself to focus on you. He helped me from the start of the first session to the end of the last session. He always made time for me to talk and helped me to understand myself a lot more. I would recommend his therapy to anybody who needed it. A great asset to the service. When I needed to cancel appointments, I spoke with a gentleman at the 01482335627 lets talk service (think he was called Andy) who was always polite on the phone and helped me to rearrange appointments and pass messages to Owen. Thank you Lets Talk.

"I don't see how you can help me", "this treatment won't work", "I've been like this all my life, I'll never change" These are just some of the thoughts I had coming into treatment and an example of my attitude at the time. How wrong was I in thinking like this!! First of all I have to give big kudos to Kev, my therapist who let me pretty much rant on in the first couple of sessions and did not judge me in any way. Goodness knows what he thought of me when we first spoke. But credit where credit is due, he listened and took on everything I rambled on about. He then began the difficult process of teaching me new ways to think about things. Ways that I didn't think were possible. I was probably a bit stubborn and awkward at first but nonetheless he stuck with me and showed a great deal of patience. To my amazement we made great progress. I still have some way to go but... I am a million miles away from where I started this journey and absolutely heading in the right direction. The service as a whole has been fantastic from beginning to end and Kev was calm, empathetic, good at just listening, taught me some brilliant life skills and we were even able to have a laugh and a joke along the way. Well done and more importantly THANK YOU!!

Hi Morgan I just wanted to send a final email to say thank you for everything during my time in therapy, you have been brilliant and I wish you all the best in your future career as a therapist, I know you will continue to make a huge difference to many more people. Its hard to express how much this process has helped me, it has really been life changing. I'm going to continue to work hard and keep practicing everything you have taught me because you have shown me what life can be like when it isn't controlled by anxiety. I now feel like my anxiety will not hold me back and I look forward to the future instead of worrying about being good enough. But most importantly I can be the best mum to my children and a strong role model for them, they will never see me controlled by anxiety. Thank you again Morgan and good luck!

I would definitely recommend CBT to anyone. Rachel is a great therapist and made me feel at ease from the start. She was always kind, compassionate and always listened. Rachel is full of knowledge and gave me the skills and techniques to help me move forward.

Link didn't work and no one picked up the phone when I rang the number to get this sorted

When you get seen it's great depending on the person that is dealing with you but due to covid and waiting lists people are missing out on vital support which is where I am now as the length of sessions isnt long enough which means you are waiting constantly to come back to speak to someone else that doesnt know you and having to explain the whole situation again just isnt helping it makes things worse .

Everyone i spoke to was very understanding and helpful. I was also impressed with the time keeping, they actually called and emailed at the times the said they would.

Kev has been, really easy to talk to, says the right things and his advise was great for me. I will miss our chats just being able to tell him how i am or how im feeling without being judgemental. The service is good. Kev is a credit to the service.

I always felt respected and listened to and instead of just acknowledging what I was struggling with, a plan was then put in place to help me through it, I learnt lots of new things and have tools to help me now and in the future also. Thank you for all your hard work and help Owen.

Lisa from lets talk has helped me so much and given me the tools and techniques to improve my life and get me back on track

The initial referral online system crashed as I tried to refer myself. There were a few issues with the video call system used for the sessions at the start but that is understandable given the situation with remote sessions. These are the only issues I found. A call to the office and the issue was rectified, I was informed of the date and time of calls and wait times and the staff I spoke with along the way were all very friendly, patient and polite. After a couple of weeks wait I was connected with Sammie Daniels for my CBT therapy - Sammie is just amazing. So patient, caring and so pleasant. She has made a very tough time in my life feel so much better and provided me with insight, knowledge and helped me worry less and find my confidence again.. One thing I was worried about was being judged or spoke down to but this was never the case with Sammie, or any of the team that I have spoken with. I now feel confident to carry on without the therapy sessions booked in. The final session for relapse prevention was emotional as we took a look back at the full journey and realised how far we'd come. I hope I don't need the service again, but if I do need to reach the service I have no doubts of doing so as the service I received as amazing. I would definitely recommend the Let's Talk service. Thank you.

Very friendly made to feel at ease

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: 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

I just found it so easy to talk, I was able to realise that things I was going through had been there for years and I just didn't realise . I found it so helpful, I can't speak highly enough about the lady that helped me through , what I was feeling [not sure if your allowed to mention names] but the lady was so kind and lovely and helpful, like I said I can't thank her enough xx

Let's Talk - Good Day Therapy 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

The process and service was really good and the fact it can be done remotely in a time when support is desperately needed made the use of your services much simpler and straight forward to access and use.

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%

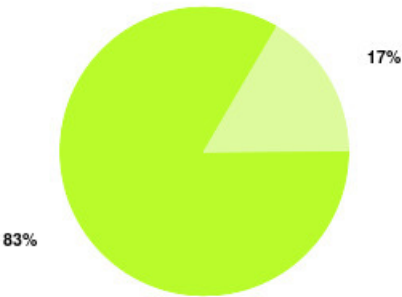
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Let's Talk - Joan Pickard Ltd Summary

Number of responses: 18

Experience	Amount	Percentage
Very good	15	83.333%
Good	3	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	18	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 counsellor put me at ease straight away and I could talk to her about things I would not speak to anyone else about.

This service was life saving for me. From the first few sessions, my therapist was non-judgemental and very compassionate. All I can say is that i wouldn't have made it through these months without her help and guidance. I looked forward to every session. She helped me to think constructively about what happened and taught me to not blow it out of proportion. She helped me build up my confidence. We connected so quickly and so well and that doesn't happen often with a therapist. No improvement needed.

I couldn't fault the service, the counsellor made me feel at ease and comfortable from the start and I can't believe the change in me now. No improvements needed.

The one thing that made me wobble was when I felt there was a limit to the number of sessions.

I enjoyed my short but rewarding time with Rachel she was really friendly and very helpful. Even though it was over before it began I truly believe talking has helped me thoroughly as its helped me to find new and different coping mechanisms. There is nothing that I would change at all.

I CAN'T THINK OF ANYTHING THAT CAN BE IMPROVED ON EXCEPT FOR NOT HAVING LOCKDOWN AND DOING COUNSELLING FACE TO FACE.

I feel my first few sessions were wasted as I didnt find a connection with my counsellor. She would refer to things she thought she had discussed with me but hadnt. After changing to someone new who explained so much about why I was experiencing the issues I am and how to manage them better, I've come away more aware of my personality type and how to deal with certain situations.

She made me feel comfortable

The sessions helped put me at ease and allowed me to talk about personal issues that were affecting me and gave me the confidence to deal with these. I also valued the fact that it has been totally non-judgemental. My therapist prompted and guided, but never judged.

very friendly and understanding of reasons to why I needed to access the service.

The service was very efficient and excellent.

My therapist was very helpful and knowledgeable and they were very flexible with appointments

If i could have more sessions that would be good. I want a longer term weekly service.

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: 0

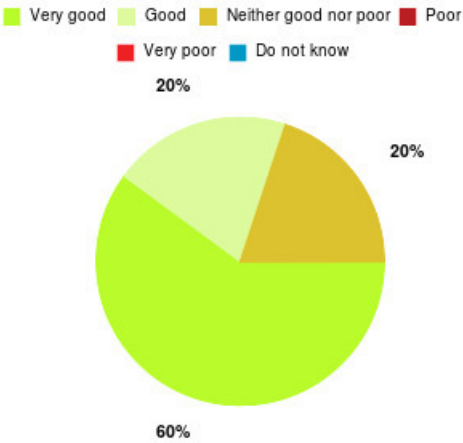
Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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 - Temenos Summary

Number of responses: 5

Experience	Amount	Percentage
Very good	3	60.000%
Good	1	20.000%
Neither good nor poor	1	20.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%



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



Comments

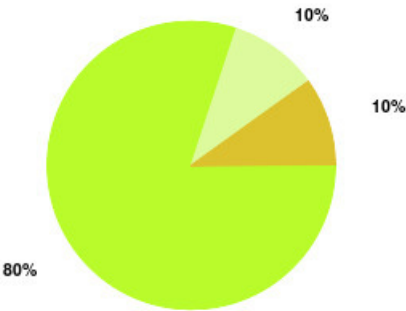
Due to covid 19
Richard was a lovely person to speak too. Very understanding and patient.
Promptness of reply and provision of a telephone appointment.
Angie was very kind and caring. She always gave me good advice and tips on managing my anxiety to the point where I felt comfortable being able to manage them on my own
I was ok but I wasn't being true to myself I was holding things back as I wanted to try and be ok talking to a Male

Lifestyle Referral (SH) Summary

Number of responses: 10

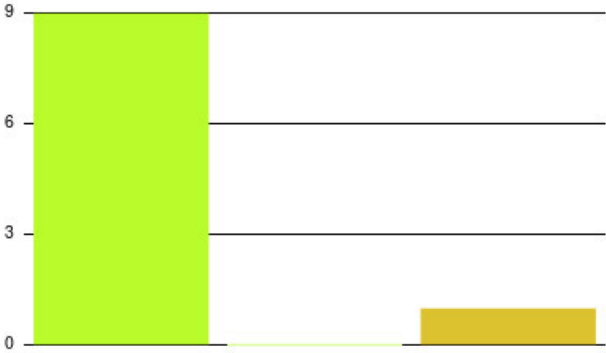
Experience	Amount	Percentage
Very good	8	80.000%
Good	1	10.000%
Neither good nor poor	1	10.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

Firstly, it was good to speak to you this morning and many thanks for sorting me out with the YouTube link. I accessed it and pleased to say that there was no problem pressing directly onto the link in the email to get through. I thought your video was very professional and easy to follow. Given what you said about how long it was compared to our hour long session, I timed myself. It took me about 20 minutes to go through it. I am sure you are right that we spend quite a lot of time talking and sharing but I think that's what makes it a good group to be part of. We also do more than one set of each for some of the exercises, you help us individually where we need it and you set homework. It all takes time! It shows the love and care in what you do that comes through for those you teach

The session was completed virtually. Jane provided a good warm up. She explained every position during the session- the benefits to the participants. Also she provided the beginner, intermediate and advanced level of each move. It was the fastest hour over the last 6 months possibly because I didn't want it to end. Can these sessions become a regular event for staff? Thank- you Jane it was an excellent session - hope to see you again soon.

I was a little disappointed as I love yoga so know a lot of the moves but I could not see what you were doing apart from when lying on the floor. I have a hearing impairment and couldn't access captions for this session so had to watch everything going on. Only for a couple of the participants that left their cameras on did I realise what I needed to do by copying them. I enjoyed the session and don't want to come across as being critical but for hearing impaired this needs to be better. If the captions worked that would be so much better especially when I am lying on the floor and trying to watch what is going on. Fortunately I am keen on yoga and know what to expect, but couldn't quite zone in to feel part of the group. Ms Jane Malarkey was a lovely and gentle lady and this is no criticism of her at all as she was doing exactly what I expected she would - it is the technology available that should have been better.

Yoga session with Jane was fantastic! Thank you

Really enjoyed the Yoga session with Jane, I felt she supported us to feel at ease as virtual sessions are often difficult to adjust to. The routine was varied and appropriate to all levels, instructions were easy to follow and the relaxation at the end of the session was so beneficial. Would like to do this every day! Thank you kind regards Sharon

I recently attended the Yoga Session St Helens via Teams. I have never done yoga before but I loved it. It was very easy to follow and the instructor, Jane, was fantastic. I felt very relaxed after and would definitely consider doing yoga again. I think a yoga session should be put on for staff every Friday afternoon!

Yoga Session for St. Helens Council The yoga session was very good. It was delivered in a friendly, relaxing and positive way. I have limited experience in yoga however this session allowed me to have the benefit of learning some easier techniques along with some breathing /relaxation tips. I really enjoyed the session and felt the benefit of it. I have learnt some basic steps that will enable me to practice in the comfort of my own space. I would recommend having a go and putting your trust in the facilitator because you will definitely benefit. Thank you.

Following the exercises each week gave me something positive to follow that was benefiting my health. The encouragement given from staff without any pressure is just what I needed to motivate me to do some exercise.

Good advice given to stay active through lockdown and the texts and call have kept me motivated. I know I have someone to talk to other than the kids!

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: 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%

MSK Physiotherapy Summary

Number of responses: 3

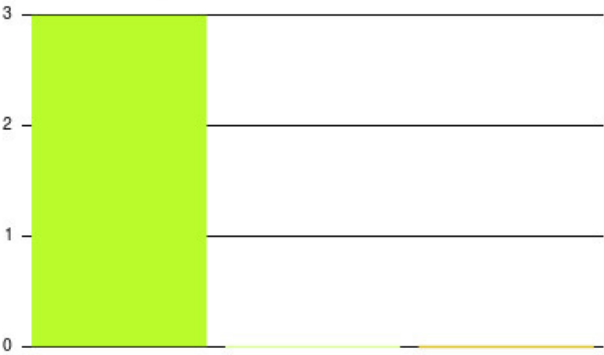
Experience	Amount	Percentage
Very good	3	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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

Gary is fabulous! He explained everything very well and made it very easy to understand. I would not be where I am after my operation without his help.
Excellent service. Lovely and friendly. Very helpful and informative. Advice and exercises recommended, have improved my condition immensely.
Driffield - It was wonderful to be able to talk to someone faced to face. Jen was patient and understanding and explained my problem clearly.

NHS Continuing Healthcare 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%

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: 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 (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: 9

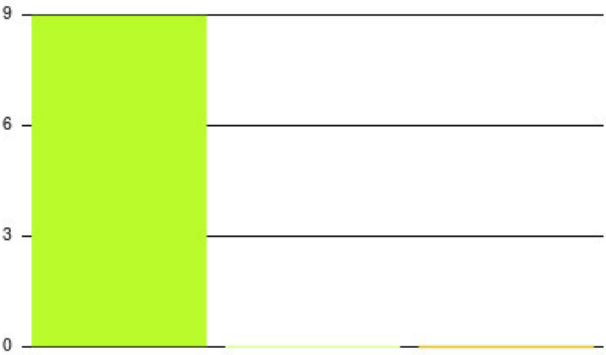
Experience	Amount	Percentage
Very good	9	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	9	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

Quick, efficient, friendly.

Wigan flu clinic - Well planned flu clinic, ran smoothly, nurse very good.

Wigan flu clinic - Felt in good hands, great service.

Wigan flu clinic - Felt safe, informative, great nurse.

Wigan flu clinic - Thanks so much for travelling to us at Wigan x

Wigan flu clinic - Well organised and simple process, felt safe in regards to Covid-19. Well impressed overall.

Wigan flu clinic - Professional nurses, thank you.

Wigan flu clinic - Great service!

Following a referral from my line manager, I had a telephone call from Viv, where she suggested the option of self referring to an East Riding Talking Therapies service. Viv offered to ring me in a few weeks time to see how I am getting on. I self referred to the Talking Therapies. I have since had a telephone assessment with a practitioner, we completed some anxiety questionnaires and I have since been given access to a website called Silver Cloud. Viv telephoned me the other day to check how I have been getting on, I explained I am using Silver Cloud which I am hoping will work for me, and that the website mentions CBT. I was happy to be discharged from Occ Wellbeing and Viv wished me luck with Silver Cloud and CBT, she advised my line manager can always re-refer me if needed. If I did not have the initial telephone call with Viv, I wouldn't have even realised there is a Talking Therapies service available to me, I would probably have still carried on living with my anxieties, which would not be good for me. Thank you. (Link was emailed to me on 27.10.20)

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: 13

Experience	Amount	Percentage
Very good	13	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	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

MS Training - Safeguarding - Information learnt from training to be used in one to one family work, display boards for the centre and content to be covered in the oral health visuals for the Healthy Life Project. Facilitator Tracey is very knowledgeable and shares the content of the course at a good level with relevance to our roles.

MS Training - I am putting together an oral health log for parents to use (Covid safe). I can share the advice caring for babies teeth with my first time parents whose child is teething and they ask advice. Now I feel I am up to date with oral health care and can share my knowledge with families.

As a foster carer, I care for children of various ages that come from various different backgrounds so having as much information as possible comes in handy.

MST Training - Safeguarding - When working and assessing families with young children and babies that need support and advice around oral health this will be included within the health section of the assessment.

MST - Safeguarding - I will evidence this training on my CPD.

William Wilberforce Care Home - I am the Oral Health Champion in our care home. I complete care plans and risk assessments for our residents. I am leaving the team of senior carers and cares to look after residents oral health.

More detailed care plans and assessments. Training is easier face to face, when able to hold the models etc. Sometimes the computer freezes but other than that everything was good.

MS Training - Foster carers - As a foster carer I care for children of various ages and from various different backgrounds so having as much knowledge as possible always comes in handy.

MS Training - Safeguarding - The training I will apply my newly acquired knowledge to my role and evidencing this through case notes, assessment and review documents. Very interesting training, some simple hints and tips given that can be easily shared with colleagues.

MST Training - Safeguarding Team - I will now be more confident to explain, challenge and coach children and foster carers to encourage better oral hygiene.

MST Training - Safeguarding Team - Through being able to support social workers who interact directly with foster carers to be aware of services available, particularly where children become looked after and there are specific concerns about dental hygiene/problems with accessing dental services. Also to support foster carers generally.

MS Training - Safeguarding - The training will help me to identify issues. Having an awareness of oral hygiene may be an indicator to other problems.

MST Training - Safeguarding Team - I am in full knowledge of what support is available to service users. I am happy with this course and was not aware what support there is for service users.

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: 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

Feeling welcome as soon as we arrived. Kept checking if we were okay and offering drinks as we had a bit of a wait. All in all, excellent.
All of the team professional and friendly. Can't think of any areas that need improving, all good
Very professional
Very friendly and informative, all of the staff are lovely.
The visit was very good and helpful. Dr Mace, nurses and staff were great, it is a very nice place to come and we thank you for all your help and kindness.

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%

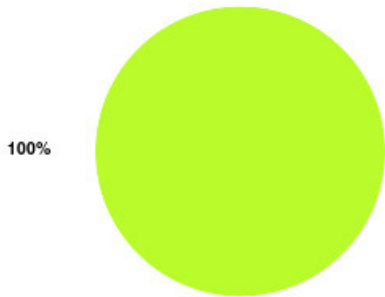
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Phlebotomy - Withernsea Hospital Summary

Number of responses: 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

The staff are very friendly and professional. The hematologist, Caroline Baker, is a master of her trade. A valuable service on our doorstep.

Caroline is always chatty, friendly and always gentle with the injection.

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: 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 (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: 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: Primary Care (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: 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%

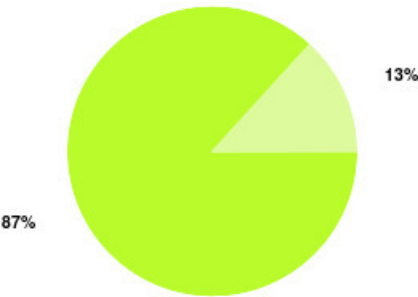
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Pulmonary Rehab Summary

Number of responses: 15

Experience	Amount	Percentage
Very good	13	86.667%
Good	2	13.333%
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	15	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

ICC - Information very good. Advice about my condition very good. Exercise easy to follow. Very helpful staff. Over the phone contact reliable. Phone consultation benefit me due to transport problems.

JB ICC - The weekly contacts with the physiotherapist was very helpful, even though they were remote rather than face to face. The programme was so well prepared and was easy to follow, but self motivation to do the exercises was difficult.

ICC - I had phone calls for six weeks from Susanna Wright. They were informative, understanding and I have certainly found the exercises and information have helped me feel more positive about having COPD,

ICC - Have enjoyed exercise and will continue to do them. I feel they have helped would definitely recommend. The choice to do the exercises when I wanted was a bonus.

ICC - Did not visit so had to use app, would have been better face to face but because of the situation was unable to do this, no one's fault.

ICC - No visit unfortunately, but the program of exercises are very helpful, very nice talking to staff every week.

ICC - It has taught me that to do when I am breathless, which has made it a lot easier for me. I know what to do when this happens.

ICC - Friendly, understanding, good information.

ICC - Telephone call - Friendliness/understanding was exceptional

ICC - Bright, airy facility. Could be improved by non-touch, self opening doors (especially during current Covid-19 crisis).

ICC - Excellent service, knowledgeable people, very polite and caring. Keep up the good work - thank you.

ICC - The service I received was second to none. The DVD was very easy to follow and the weekly calls meant that there was always somebody there. Keeping in touch. I highly recommend the service.

ICC - So sad we were under Covid-19 lockdown, Would have been nice to visit, but a wonderful service via telephone. Thank you so much.

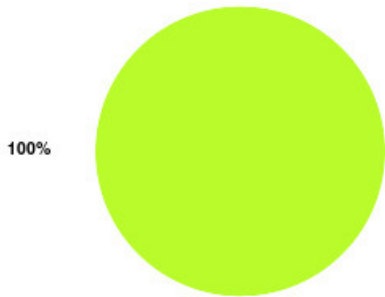
ICC - Having exercises on the app is good. Let's you participate in the programme.

Pulmonary Rehab (East Riding) 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

The staff are always there for you, and give good advice and help when needed. Although it was nice when we could go to the sessions. It is like getting a one to one doing video calls. Alison Lethbridge is very helpful and professional. Mrs Christine Brown.

Very good support and guidance especially in using the new COPD app. Pre Covid the exercise classes were very helpful and I particularly gained a lot from the educational talks. The staff are always kind, reassuring and knowledgeable It's also reassuring to know that even though I'm now discharged from the service, the team are always there if I need further help.

The team where superb and liza in specific was brilliant. my thanks to them all. I think as more people use the app.and the team get used to it they will organically get better. but as an initial user I was impressed with it's easy usage. Advice for future users don't be afraid of it play with it you can't damage it and it can only help you improve your battle against COPD Asthma.Let the team help you to help yourself Good luck liza and team and good luck to all out their Regards Ronnie Watson

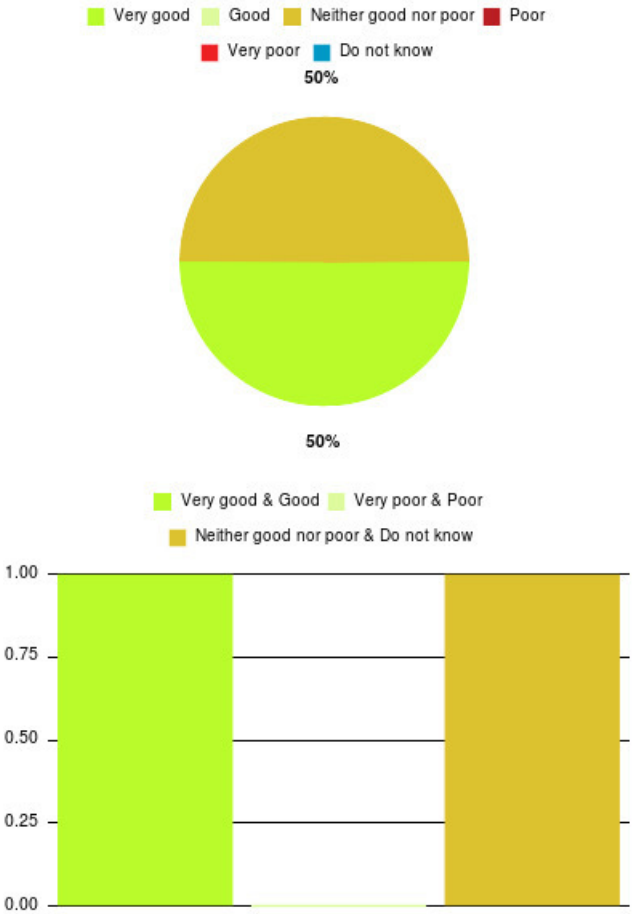
the online course was very very informative and was of great help. Having a practitioner ring every week was fantastic, she was very informative and was always there to give help and advice to any questions that I had. her support was exemplary.

Rossmore Stroke Beds Summary

Number of responses: 2

Experience	Amount	Percentage
Very good	1	50.000%
Good	0	0.000%
Neither good nor poor	1	50.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	1	50.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	50.000%



Comments

Worked very well, teaching me speech and language.

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: 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

The delivery of the material was very clear, with lots of opportunities to ask questions. The relationship with the children was professional but welcoming and encouraging, so the children felt comfortable asking questions.
Thank you so much for our session it was delivered really well and was really purposeful. Staff ensured safety measures were followed.
The staff were very friendly and arrived on time. They were fully prepared and well resourced with samples of deodorant, sanitary towels, etc. They engaged well with the children and were well informed on what they were teaching. They were also very accommodating with our SEND children and altered their planned groups to suit the needs of our children. Thank you very much!
Excellent communication prior to the visit. Used language that the children understood. Friendly but firm approach. Very informative.
CHCP professionals answered any question from the children, and this was mostly done with anonymity.

School Nursing - School Screening 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: 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%

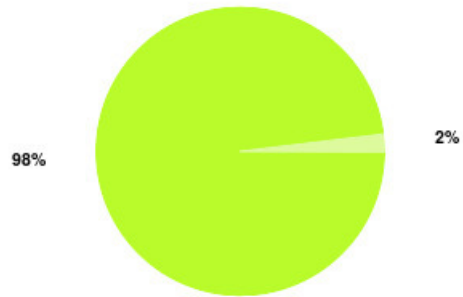
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Smokefree (Knowsley) Summary

Number of responses: 50

Experience	Amount	Percentage
Very good	49	98.000%
Good	1	2.000%
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	50	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

Paul Dillon-Smith - Convenient, friendly and rewarding .

Angela Rimmer - Convenient, friendly and rewarding .

Angela Rimmer - Angela was very patient and supportive without being pushy. Easy to talk to. Very nice lady will miss her calls. My daughter has enrolled with smoke free, she was so impressed with how I had don thank you all.

Deborah Hayman - Great support and great service.

Rita West - It was a phone call off Rita been very supportive.

Paul Dillon-Smith - Listened to the client patient asked what was best for me being realistic.

Deborah Hayman - Excellent I have finally got the right support.

Nicola Storey - No visits, just phone consultations

Rita West - They were helpful and supportive.

Nicola Storey - Very happy with Nicola that me and my husband have packed in smoking for two weeks.

Rita West - Shirley is a lovely lady feel loads of support thank you again Shirley.

Angela Rimmer - Nothing, Angela really listens and is very helpful.

Angela Rimmer - Was given lots of advice I found was helpful to me the consultant was very understanding and was good to talk to

Paul Dillon-Smith - Very good always encouraging towards your progress in giving up that nasty habit and always good to talk with Paul thanks for your time and help good people.

Nicola Storey - Nicola is great and very motivating.

Angela Rimmer - Nothing could be improved. Excellent support.

Rita West - Staff very helpful and knowledgeable, gave positive feedback for progress made.

Nicola Storey - Nicola my mentor always called at the appointed time, offered plenty of support and advice and was always willing to fulfill my prescriptions. Overall first class experience. Thank you.

Deborah Hayman - Easy fast and very supportive

Paul Dillon-Smith - I'm more than happy, Paul was brilliant explained everything to me, and gave me support when he could tell I was niggling a bit for a cigarette, I'm still amazed that I have finally gave up and I know I wouldn't of done it without the help iv received in the stop smoking service, thank you.

Phil Parker - Phil was a great support to me in helping me stop smoking and very encouraging.

Paul Dillon Smith - Help and encouragement given by the advisers

Excellent service.

Getting call every week and there just at the end of the phone.

Help and encourage mentioned given by the advisers.

Nicola my mentor always called at the appointed time, offered plenty of support and advice and was always willing to fulfill my prescriptions. Overall first class experience. Thank you.

They listened and offered good advice

Nice people and very helpful.

Rita very professional and very motivational! Understood my needs and advised me through my quit smoking process!

I didn't have a visit but I do receive regular telephone calls from Rita, she is very helpful and knowledgeable.

Excellent service nothing needs improving you have really excellent staff who always helps anyway they can 100% thanks smoke free Knowsley really help my life improve.

I'm more than happy, Paul was brilliant explained everything to me, and gave me support when he could tell I was niggling a bit for a cigarette, I'm still amazed that I have finally gave up and I know I wouldn't of done it without the help iv received in the stop smoking service, thank you.

Nothing it's good the way it is

The staff are good to talk to and give you the encouragement that you need to hear thank for your time and support.

Excellent support and very helpful and friendly

Easy fast and very supportive

Very supportive & understanding

Helpful and good advice. Very friendly

It is so much easier on a phone than having to go to a clinic

Very helpful

Support team fantastic, cannot fault them, especially Phil & Paul. Couldn't have coped without their support

It was a telephone conversation. Angela is really nice and supportive.

Great communication. Great support and advice.
Phil was a great support to me in helping me stop smoking and very encouraging.
Nothing; excellent service. Very helpful and friendly. Brilliant team.
Phil and Rita have been extremely helpful and supportive whenever I have spoken to them.
To be able to be honest
Always very helpful and informative, and friendly.
Extremely pleasant and easy to talk to. They are an asset to those wishing to stop smoking and offer worthwhile and constructive advice. In a word. Brilliant.
I'm so happy with this service its the first time giving up and feeling strong and confident to be able to do it this time, the fella who rings(sorry bad memory for names) has been brilliant makes me feel positive and totally able to do this, the phone calls are great gives you that bit more confidence, thank you

Smokefree (St Helens) 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

Marie, 64. "I don't think I would have done it without a friendly voice and the positive encouragement. (Danielle) You've been a great help, I look forward to meeting and thanking you in person one day".

I stopped smoking 5 months ago and feel great. Sandra rang me weekly at first and now fortnightly to see how I am getting on and offers me all the help and advice I need. I look forward to her calls and know I couldn't have done it without her.

Wonderful service from start to finish. I have had the support and help i needed and more from Sandra and have been smokefree now for 4 months and feel great

I have been very pleased with the service provided & would not change a thing. John (St.Helens)

I have been very pleased with the service provided & would not change a thing. John (St.Helens)

My experience with the Stop Smoking Service has been outstanding. The help and support I got from my assigned practitioner Sandra was superb, she was very understanding and non judgmental and gave fabulous advice. I have not smoked for over 5 months and never thought I would be able to conquer the cigarettes. Now I have took control back of my life as Sandra says to me , which just these words have given me so much confidence in so many other areas in my life. Thank you for still being an accessible service to the people of St.Helens and a special thanks to Sandra.

I have been stopped smoking now for 5 months with the help of Sandra who I have to say was amazing, she has helped me to stop smoking and has helped me with lots of other parts of my life that Ive never dealt with until now. I couldn't have done any of this without her so thank you from the bottom of my heart

"The patches are working well for me, I'm really pleased with myself and couldn't have done it without Danielle's help and support."

Christine's calls help me to stop and think ,she is very supportive and encouraging

Excellent service as always and has been so throughout Lockdown, I received weekly calls from Sandra who was amazing, so helpful and she really cheered me up each week . I have also not smoked now for 4 months and feel great. I couldn't have achieved this without the help and support of Sandra so a big thank you from me .

I smoked for 40 yrs and thought I could never stop but anyone can do it with the support calls My bank balance has never looked so healthy, go for it.

The the phone calls every week from Christine are helping so much and the support is so important and vital to help me quit

Dennis, 73. "The patches are working fantastic, I've not touched a cigarette in weeks". Advisor Danielle.

The the phone calls every week from Christine are helping so much and the support is so important and vital to help me quit

No visits all by telephone Sandra from the stop smoking service has been a massive help to me stopping the cigs. This is the first time I have felt in control of the cigs and that is down to Sandra and how she has changed my thoughts. Being able to call Sandra when i needed some help inbetween our appointments has been a massive help and knowing that she understands as she used to smoke has helped massively. Thank you

I have been quit now over 3 months and knowing Sandra was in my corner no matter what has really helped me enormously. I feel really good about what I have achieved but couldn't have done it without Sandra, she really understood me and my worries.

I appreciate the weekly phone calls to check on my progress, it's brilliant & couldn't be better. John (St. Helens)

"Great, friendly service, couldn't have done it without you guys. Special thanks to Danielle for all her help and phone calls"

I have been quit now for 4 months and am feeling great. I have tried many times before but this time I knew i needed help to do it. Sandra called me one Wednesday morning and I have never looked back, she has helped me by giving advice and lots of tips, I think it really helped as she used to be smoker and understands how our minds work and made me think of things I haven't done before when I have tried to stop smoking. I know now I will never smoke again and i couldn't have done it without the help and support of Sandra. Thank you

Nothing to improve on this service . It has been an absolute pleasure to work with Sandra who has helped me to not only stop smoking but has helped me to feel I am not on my own when I have bad days. She has gone above and beyond to help me throughout these horrible months for which I am so grateful, and as an added bonus I have not smoked for over 3 months now. If Sandra is anything to go by then this service is fabulous and i wouldn't change a thing. thank you

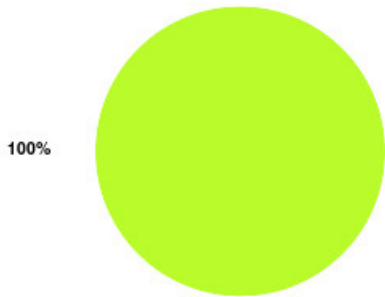
I have tried so many times to quit and now have finally done it and it was down to the extra help I had from my stop smoking advisor. even during lockdown, she calls me every week and sends me texts to keep me going. I can't think of anything to improve on the help I am being given.

Specialist Palliative Care Services (EOL) 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

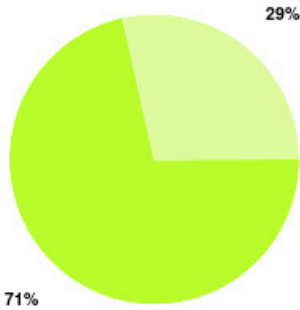
OT - Maisie was so cheerful and explained everything thoroughly, made me feel supported.

Speech and Language Therapy (East Riding) Summary

Number of responses: 7

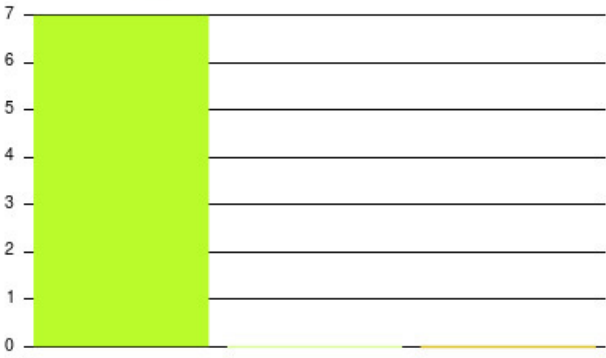
Experience	Amount	Percentage
Very good	5	71.429%
Good	2	28.571%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	7	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

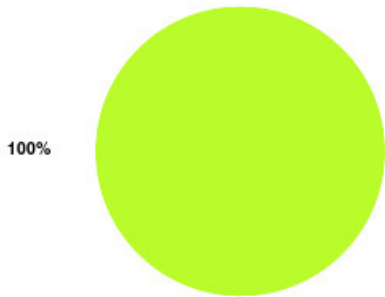
As always, very professional, friendly and helpful.
I was very pleased with the work that Laura, the Speech Therapist did with me. It has helped me enormously and we have a very good relationship, even though this had to be online. Thank you so much for your help.
Sophie Baxter was very helpful with my talking and advice on reading, plus giving me information on how the future could be. The discussions cheered me up.
The meeting was very informative on Dad's condition.
Excellent visit.
Got a few tips on my eating. The reception could have been better.
Creates a comfortable environment

Speech and Language 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

Could not have had more sympathetic and constructive interview. Thank you.
Everything was made easy to understand.
Gave some good advice and ideas.

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: 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 (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

Very grateful to all the nurses for their support and excellent care. Would recommend to friends and family. Thank you so much!

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: 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

Teleconference - A super friendly and helpful team. Meetings are a pleasure and have been a massive help.

Informed discussion Called on time Positive tone All good

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: 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 (Beverley) 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, well organised, easy to contact and access, friendly and knowledgeable.

Wound Clinic (Driffield) 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%

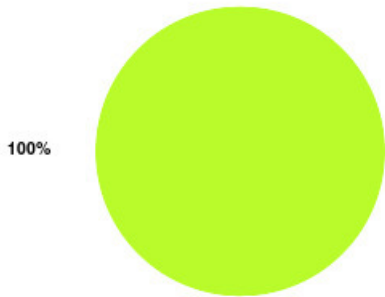
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Wound Clinic (Withernsea) Summary

Number of responses: 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

At the beginning of July I gashed my leg open to the bone and the initial assessment was I would need plastic surgery. Luckily I didn't and I was released into the care of the local clinic. The first two weeks I was visited at home to have my leg dressed and then I started at the clinic. I couldn't fault any of the care I received an in particular Debbie continued to offer me reassurance when I thought it wasn't looking good. I'm so grateful for the clinic, I couldn't have gone to Beverley.

Thought Debbie was brilliant with my leg wound.

