

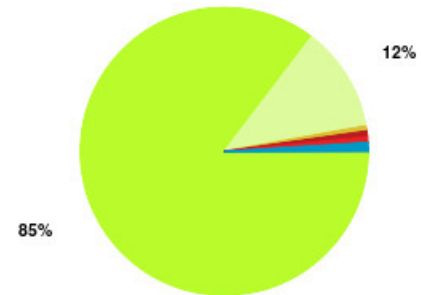
# Monthly Report March 2021

## Overall CHCP CIC Summary

Number of responses: 1019

Experience	Amount	Percentage
Very good	869	85.280%
Good	120	11.776%
Neither good nor poor	6	0.589%
Poor	7	0.687%
Very poor	6	0.589%
Do not know	11	1.079%

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



Experience	Amount	Percentage
Very good & Good	989	97.056%
Very poor & Poor	13	1.276%
Neither good nor poor & Do not know	17	1.668%

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%

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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%

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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%

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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%

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Active Recovery Beds - ER 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

Holderness
Withernsea - Everyone was caring and kind, food was good. Tracy the Physio was very helpful and understanding. Nothing was too much trouble for her. She was also very patient.
Withernsea - As far as we are concerned the service my husband had, was brilliant, especially Tracy and Zoe and the rest of the team.

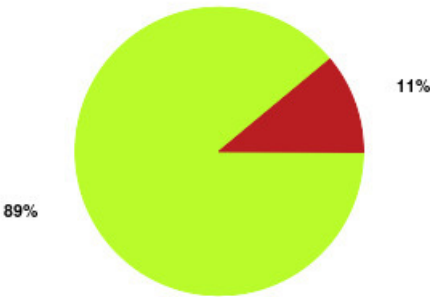
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Anticoagulation Summary

Number of responses: 9

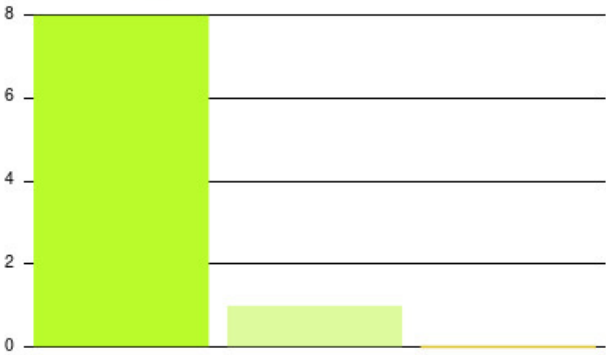
Experience	Amount	Percentage
Very good	8	88.889%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	1	11.111%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	8	88.889%
Very poor & Poor	1	11.111%
Neither good nor poor & Do not know	0	0.000%

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





Comments

Goole - Jo - Visit information. Well informed and very clear demonstration, with information giving total secure feeling, thank you.
Goole - Friendly and clear explanation of the procedure.
Goole HC - Jo
Tracy Cundill is understanding to what I am going through. Explains everything well. Very happy with the service today.
Goole HC - Joanne - The young lady who saw to me today was very thorough and talked us through the steps to using our machine and made us feel at ease, we were not rushed at all and after using a few times, I am sure all will be well.
Brenda thanked all our nurses for our care and attention over 37 yrs - this is how long she has been on Warfarin.
Goole HC - Very good. Did not think I could manage to do my own blood but the lady made it much easier than I thought.
Goole HC - Jo - Very welcoming and explanatory. No problems at all.
Still not undrestand yat

Beverley UTC Summary

Number of responses: 0

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

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

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Bladder and Bowel (East Riding) Summary

Number of responses: 14

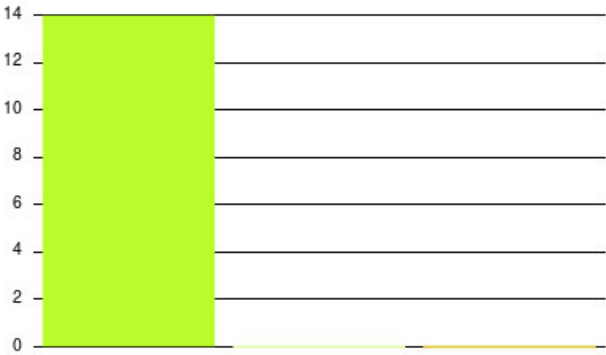
Experience	Amount	Percentage
Very good	14	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	14	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 - She has been a few times to the home and its always a pleasure. She helps us as much as she can and truly is a lovely nurse. She always speaks to the care staff with respect rather than talking down or at telling them what to do (like some NHS staff do) She explains things very well and my staff feel appreciated when she has been with them. She has a great caring nature with the residents and always with put them at ease.

Sue - Helped over the telephone explained what she was ringing for. Discussed individuals needs and best practise.

Krista - A fountain of knowledge. She is like a whirlwind of helpfulness. Nothing could be improved.

Emma- Came to my home and no one had every told me that a pad could be shaped before she came. She showed me how to do this and also demonstrated with my mum and made her feel so comfortable. I now know how to do this. She has helped me so much with just this one visit. She is welcome anytime.

Krista - Helpful and friendly.

Sue - Made me feel comfortable and not alone.

Krista- Lovely friendly, very knowledgeable. full of energy that really shines through.

Krista- Very helpful within the care home explained everything well. Would not change anything that I can think of.

Everything was great about the visit. Emma came into the care home, followed all guidelines. Made the residents laugh with such a great manor she had with them. Explained to both the residents what she was going to do and why in a way the both the residents understood. She was very good at explaining everything to the care staff and the residents she also made it clear what would happen next. She is welcome any time to our care home.

Emma was very helpful today. Discussed with my mum how she can improve her fluid intake to help with her continence issues. She was very understanding and really made my mum feel comfortable. Lovely and friendly throughout the visit.

I don't think anything can be improved I got a lot of helpful information from Sarah, I have managed to become continent and that means everything to me.

It worked!! Sarah was very good at explaining things, you found the cure!!

The information on type of foods to avoid an try to alleviate the issues I was having has been really helpful. Sarah has highlighted some very good issues surrounding diet. Not could be improved.

11 out of 10, cant fault the service Sarah explained everything really well, I found the whole experience absolutely fantastic Nothing to improve

Bladder and Bowel (Hull) 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 informative Krista was very helpful and listened to my concerns. I feel more confident that issues will be addressed with products.
I was having issues with my products and using too many in a day which was resulting in a shortage and I had to buy products myself. Krista advised a toilet plan in which I changed my products at a specific time. This is working well and I am no longer having to buy more products. I am very pleased with the service everything was explained in detail and due to memory issues we also documented in my diary so I would not forget.
Sue - Professional and helpful. Wouldn't change anything.
Sue - Helpful, friendly wouldn't change anything.
Emma - Friendly and helpful. Wouldn't change anything thank you
Krista - Came to my home and was very friendly. She is like a ray of sunshine and really will help you with anything.
Emma - Very helpful explained what she was going to do and why. Helped in a very caring manner, we need more caring nurses just like her. I don't think anything could be improved - PERFECTION that's what she is.
Sue - Lovely friendly. Wouldn't change anything.
Krista came to my home and she was lovely and friendly. Discussed everything well and would recommend the service.
Nothing can be improved. I care for my brother in law who has a learning disability. We felt very supported. There was good information/advice given. Zoe didn't just speak to me but she made sure she also spoke to ***** and involved him. We felt reassured and supported with his issue. We are very, very happy with the service. Zoe was really kind at appointment. She adjusted the care to our needs and it is much appreciated.

## 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%

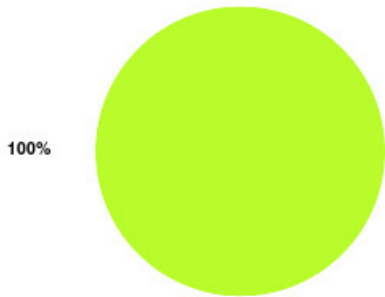
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Cardiac Rehab (East Riding) Summary

Number of responses: 3

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

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



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

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





Comments

Very well adapted to remote delivery of service. Thorough, friendly, informative and, definitely improved my wellbeing! Thank you, look forward to face to face consultations.
Katie - I really appreciated our tele-consult and found it really helpful and reassuring. Thank you Katie. The following face to face meet couldn't add much, but obviously did necessary basic enquiry: BP & pulse rate.
Telephone - Informative, and arranged blood tests for me. Don't think it can be improved. Thank you all the NHS folk for saving my life.

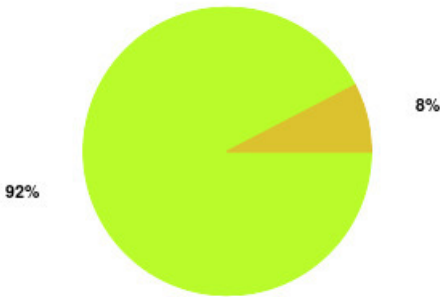
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Cardiac Rehab (Hull) Summary

Number of responses: 13

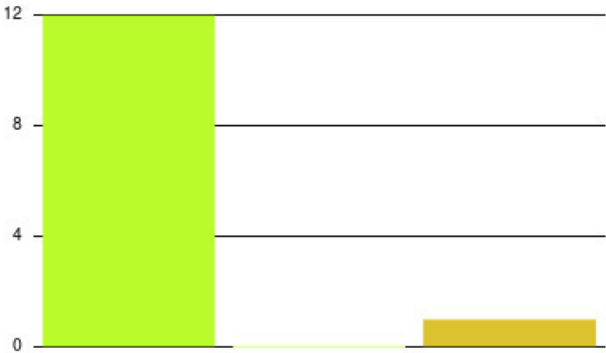
Experience	Amount	Percentage
Very good	12	92.308%
Good	0	0.000%
Neither good nor poor	1	7.692%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	12	92.308%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	7.692%

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



## Comments

It was all good. Fantastic people at all levels. Could not ask for better.

Katie - Friendly. easy to talk to, reassured me my recovery is on track.

Due to restrictions, it was a telephone interview, but I found it very informative. Thank you to Emma Smith for sending me a booklet called "Eat Better", it's very reassuring to know there is someone I can call if I have any worries.

It was a phone call because of Covid. Was very good, went over everything what had happened. Very thorough and offered follow up if any worries or problems.

Weekly phone calls have kept me on ' the right track'. Feel fitter for doing the cardiac rehab workouts and the video walk.

Phone - Nothing, all good so far.

Did not visit, had telephone call.

Telephone cardiac rehab nurse Lesley Richardson, nurse assessment.

Telephone call - Lesley Richardson - Was very informative and knowledgeable about my condition. Thank you very much.

Katie - Everything was good, Katie put me at ease all through the session, and explained everything perfectly. Thank you Katie.

The telephone consultation with Katie was very good and could not be improved.

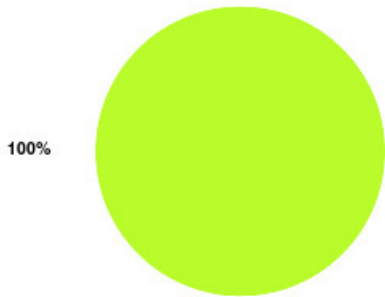
Westbourne - Katie - Every question professionally answered. I'm sure if I needed good advice Katie is the person. Well done. Thank you :)

Care Co-ordination Hub (247111) 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

This is for the bank and agency team, but there is no button for them. Just want to give them thanks for everything that they do, from keeping the vaccination centre open, to all the bedded areas and the rest of CHCP. The team are polite, friendly and go above and beyond to ensure that there is safe staff. This team really is a thankless team beavering in the background with no recognition.

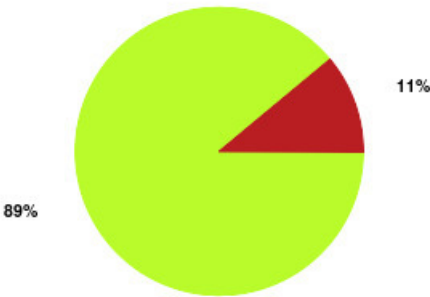
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Carers' Information and Support Service Summary

Number of responses: 9

Experience	Amount	Percentage
Very good	8	88.889%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	1	11.111%
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	88.889%
Very poor & Poor	1	11.111%
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 was dealt with in a polite, caring, friendly, but thoroughly professional manner. I was not rushed and the person I spoke to (Rebeca) Listened to what I had to say and acted appropriately.
Rebecca was professional, kind and informative.
Rebecca was professional, kind and informative.
Very friendly open and non judgemental.
Your service gave me direction,I felt like nobody was listening to my needs, I was made aware of the services available to me in my area and given lots of contact details. The reassurance given has given me the strength to carry on with the uphill struggle of caring for both my parents. Thankyou.
I don't think you need to improve anything as the lady I spoke with was really really nice and very helpful, she listened to me and advised me giving me telephone numbers to ring what a lovely lady with a lovely manner thankyou
Becky listened to my concerns and made another appointment to check in with me in a few weeks time A friendly listening ear who had useful ideas to address my concerns

# 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%

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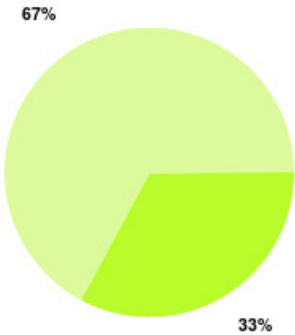


CHPL - Southcoates/Marfleet Summary

Number of responses: 61

Experience	Amount	Percentage
Very good	20	32.787%
Good	41	67.213%
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	61	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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



## Comments

Very helpful very polite not had that at my previous drs in a long while.

"I was asked relevant questions before being allowed in temperature taken and seen too very quickly Spot on"

Doctor was very helpful and reassuring

Efficient service ,nurse very nice& friendly in & out in no time

Everyone very helpful, and not sure if it could have improved

professional from Start to finish

Efficient and social distancing and covid measures were really good. Nothing to be improved

Everything went well receptionist very professional but pleasant the nurse I so is a very nice young lady I have seen her few times and she is always the safe

The nurse was very helpful

Made you welcome did all the right things very polite you don't have to improve anything

All fine and well organized

Good COVID management, impeccable service, manners, politeness, friendliness. Good timing

It was done in a very professional and caring way

"Everything was fine at this present time you don't need to improve anything T"

[1/2] Got seen to straight away and the nurse Debbie was very good at listening to what your ailments are and explaining things so you could understand all

The nurse is super and at this time the visit was as good as possible thanks

Felt really safe in the surgery. The doctor, who was a trainee, was excellent.

Very smooth and we'll managed considering the current situation very efficient in done and out.

Polite staff, conciderant and afishant (sorry I'm dislesick)

Everything was good, very professional.

Really well organised. Very fast and efficient. Staff very friendly.

Very polite nurse and very reassuring, as I have a fear of needles.

Very friendly, nice appointment. Clean and safe

Good organisation, in the way covid regulations are in place. Doctor was very understanding and thorough in explaining everything to me.

Appointment was in time

Staff friendly an was seen to straight away

Politeandhelpful staff

Most impressed with the nurse who talked me through my diabetic check up.

Courteous, efficient and professional

very informative all my questions answered not rushed time was given

Excellent

very clean and very helped

everybody very professional especially the nurse thanks

[1/2] I like the measures that have been put in place for COVID feel very safe coming to the doctor now. The nurse was very efficient and friendly my blood was taken

I didn't visit the surgery..

It is run perfectly keep it as it is

[1/3] The nurse was good at putting you at ease and very pleasant to talk

is a good person

Nothing could be improved. I received brilliant care from an NHS profession

Friendly helpful staff

The nurse and the receptionist all do a very good job and make you at ease

What could be better is if I was in better health and didn't have to attend at all improvements nothing really all good

I cancelled as im not well

Nurse brilliant

Very freindly and welcoming

The staff are very happy
I could talk to the nurse every thing was set out properly and answered all my questions
Always very nice and polite. From doctor to receptionists.

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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%

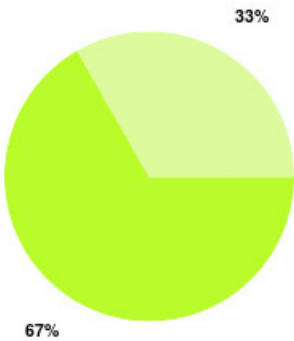
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# Community Children's Nursing Services Summary

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 - Mandy Whiting
LAC - The Health visitor was very friendly and professional She explained everything in full as she went along and she was very good with the children.
LAC - Was good that it was carried out in our home, a familiar environment for the child.

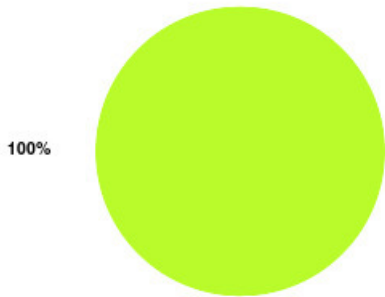
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# Community Food Team (SH) Summary

Number of responses: 1

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

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



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

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



Comments

Martin was great at giving clear, doable strategies to try and support my child’s eating. He let me talk and share worries and then told me steps to help improvements.



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%

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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%

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# Community Link Worker - 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%

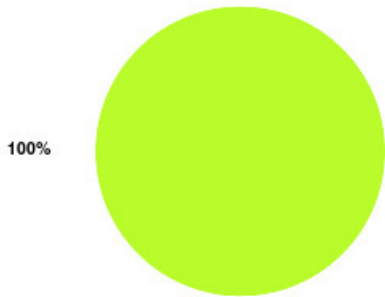
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Community Nursing (ER) Summary

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

Keyingham - I can't praise the staff enough, if it wasn't for them, I wouldn't have healed up/ Their knowledge and their care is second to none. My special thanks to Stef, Ian, Lucy and Sarah they not only looked after me but kept me going when I would have given up.

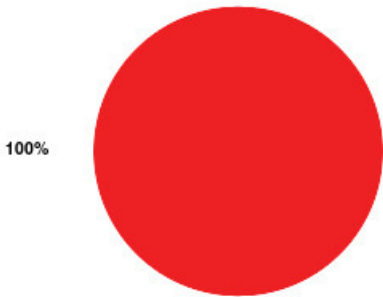
Very happy that my knee is being looked at and that the GP is to be involved. I have told my daughter about how helpful you have been today. Will be happy for you to come back again.

# Community Nursing (Hull) Summary

Number of responses: 1

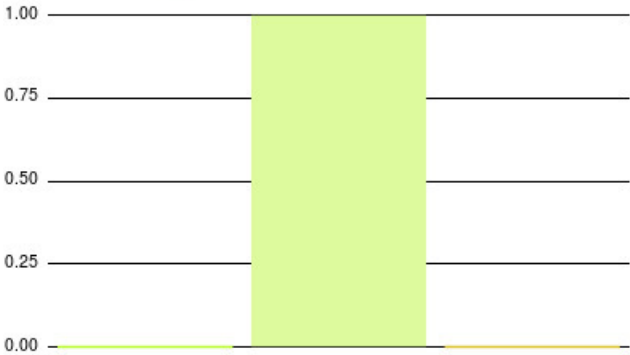
Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	1	100.000%
Do not know	0	0.000%

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



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

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



Comments

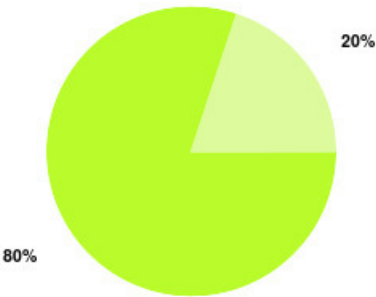
The situation with providing dressings for my husband's wound is disgusting. The DNs are all very good, it's not their fault they have no dressings as none are getting delivered for them.

Community Rehab - Physiotherapy & Occupational Therapy (ER) Summary

Number of responses: 5

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

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



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

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





Comments

Hornsea - Junaid - We found Junaid very informative and helpful.
Goole/Haltemprice - First class attention. Very happy with the improvements given to us. Attention given was very reassuring; cannot fault in any aspect. Thank you so much Sarah, you were a 'gem'.
Holderness - Katie Purse - The time the physio spent with me was filled with teaching me to become mobile; instructive and encouraging. She has helped me to progress to get walking outside. I am looking forward to the summer.
Laura made me feel comfortable and was very helpful.
Beverley - I found Jill very helpful and provided an excellent service.

Community Rehab - Physiotherapy & Occupational Therapy (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%

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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%

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Customer Services Summary

Number of responses: 1

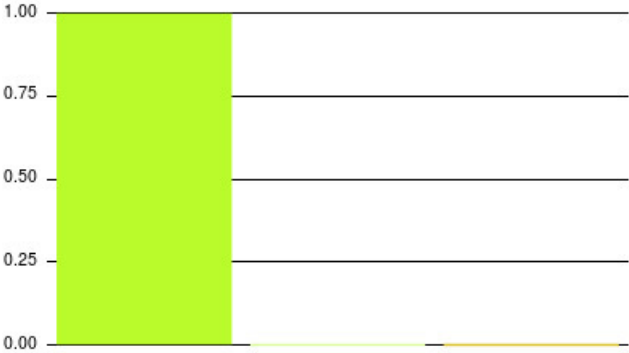
Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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

Longhill reception - Dawn on reception at Longhill is always very helpful when I need to ring to get an appointment for treatment rooms. The nurses are also very informative and willing to help.

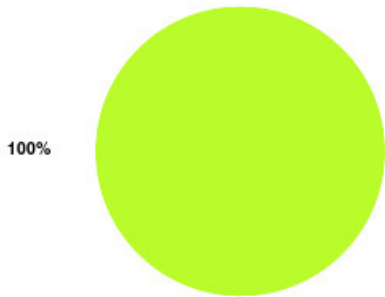
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# Deep Vein Thrombosis Summary

Number of responses: 26

Experience	Amount	Percentage
Very good	26	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	26	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 - From arriving at the centre everyone was really polite and helpful. Lisa had a wonderful manner and such a lovely attitude; made me feel reassured. Thank you! All staff lovely, calm and peaceful too.

Lisa - Nurse was very kind and caring. Explained everything in detail and listened to my concerns. Excellent service.

Lisa - I visited Westbourne for a scan and was very impressed by the service I received. The staff were both pleasant and efficient. I was treated with courtesy and the Nurse Lisa was extremely good at her job.

Lisa & Julie - Brilliant service all round!

Lisa and Helen - The good things about my mum's visit was :- firstly the staff were very polite. Lisa greeted my mum and instantly my mum was at ease, even though she has dementia. Both Lisa and Helen were very efficient, kind and understanding. They gave a clear understanding of mum's diagnosis and how to treat her after care. I would be happy and confident to visit here again if needed.

Adam was very experienced and helpful at all times. Reassuring and put me at ease.

Helen - The lady was very kind and helpful in all what I needed to know and I feel much better for her help and consideration.

Lisa - Extremely professional set up. Total explanation of what was being done. Well done Lisa and the team.

Lisa - Excellent, professional care and courtesy. Information given willingly and lucidly, easing any anxieties.

Helen - Very efficient and prompt referral. Reassured. Very kind and friendly.

Adam - Brilliant staff. Perfect treatment. 10 out of 10.

Adam - Everyone was very courteous and helpful. Everyone from the meet and greet to the professionals. Thank you.

Very quick. Helpful.

Helen was very friendly and put me at ease. Very professional and explained every process very clearly. I would recommend your services to my friend and family.

Lisa - Very understanding! Gentle, friendly. All round lovely lady.

Lisa & Adam - All the staff are amazing and really explained everything to me. Couldn't have wished for better treatment and care. Thank you so much.

Lisa - All nursing staff are friendly, efficient and explained everything clearly. Excellent service. Would definitely recommend.

Lisa - The doctor explained everything deeply; very good service. I recommend to everybody who needs help.

Lisa - Both nurses I saw were very polite and reassuring. They explained everything very well and answered all my questions.

Lisa and Adam - Everybody very professional and friendly. All Covid measures were in place. Appointment on time. Didn't notice anything that could have been improved upon. Everything very satisfactory, thank you!

Helen/Lisa - Everything was very good. Staff were lovely and everything was explained to me. Could not fault anything.

Lisa & Julie - Very professional ladies, made me feel very special.

Helen - Pleasant staff, relaxed atmosphere. Explained everything throughout. Very respectful.

Lisa - How pleasant the staff were, and how caring.

Lisa - All staff and service were brilliant from entering to leaving. There is nothing you could improve on, you were all ace! Thank you.

Lisa - Friendly, attentive, polite and very helpful. Lisa could not have been nicer.

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%

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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%

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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%

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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%

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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%

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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%

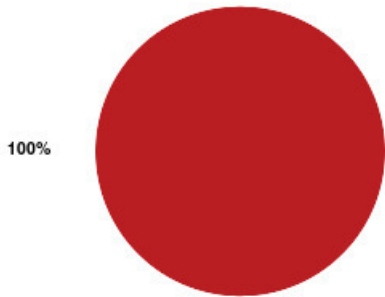
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Dental - Jameson Street PDS Summary

Number of responses: 1

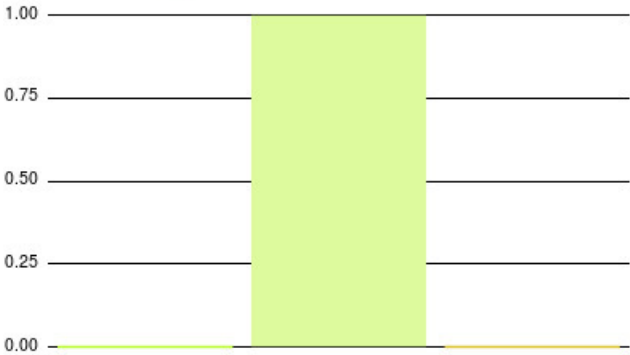
Experience	Amount	Percentage
Very good	0	0.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	1	100.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



## Comments

They provide an excellent service once you're able to get an appointment or return phone call. However, I feel let down by the service following my son's dental surgery in October 2020 as we've had none of the discussed support. We haven't even had a follow up appointment to check how his mouth has healed after having so many teeth removed. I ended up having to ring last month and leaving a message for the consultant as I'm concerned about my son's teeth, but I haven't even had a return call. I'm now at a loss about what to do and feel as though making complaints anywhere I can is the only option left in the hope other families don't experience what we have had to deal with. I'm now left with a son who has anxiety about anything dental related again and teeth that are back to what required the referral in the first place. I'll be making another complaint later this month once he's had to deal with the bullying at school because of the state of his teeth! Not only is his physical/dental health being harmed, so is his mental health

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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%

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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%

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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%

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Diabetes Podiatry 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 knowledgeable nurses with prompt delivery of treatment & services.

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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%

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Driffield 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%

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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%

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Eating Disorders 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

Learnt so much this week and the staff was very understanding

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EMPOWER Summary

Number of responses: 0

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

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

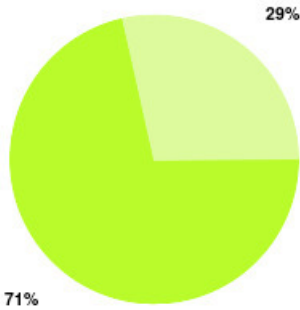
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ER Podiatry Summary

Number of responses: 7

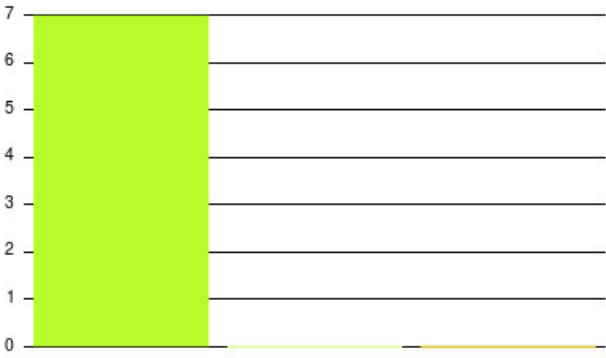
Experience	Amount	Percentage
Very good	5	71.429%
Good	2	28.571%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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

Bridlington - The staff were fantastic. The hospital was empty and it is a wicked shame that the hospital is not used to its full potential. It has the facilities and space to be as big as Scarborough. It is a fairly new place, something should be done about it.
Hessle - Lynda - Negative - No way to let podiatrist you are there so went in 5 mins late. Positive - Lovely podiatrist. Very knowledgeable and plain speaking. Didn't talk over me or in medical terms either. Pleasant experience!
Hessle - Lynda and Caroline are absolutely outstanding individuals. Their manner, courtesy and support were amazing. Thank you so much, you have made podiatry fun and painless!
Hessle - Lynda - Professional, helpful, friendly service and instant pain relief.
Beverley - Lahir - Very chatty and informed me what he was doing. Very friendly.
Lynda - The podiatrist was fantastic in the service I received.
Goole - Anthony - Excellent service every time I have been to the clinic. I have found the staff extremely helpful both physically and verbally.

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%

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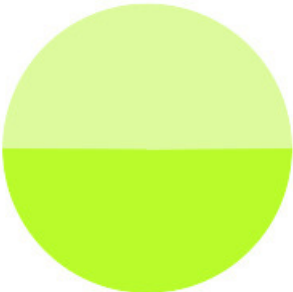
Falls Team (East Riding) Summary

Number of responses: 2

Experience	Amount	Percentage
Very good	1	50.000%
Good	1	50.000%
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	2	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good Good Neither good nor poor Poor  
Very poor Do not know  
50%



Comments

Steph spent a lot of time with us and explained things as well. Thank you.

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Falls Team (Hull) Summary

Number of responses: 12

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

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





Comments

My visit was very helpful, was given very good advice from a very friendly lady. Was not pushed into anything that I didn't want. The visit could not have gone any better.
Friendly staff and good service.
Found visit very, very helpful! Pleased I made contact with you after receiving your letter!
Proved a point about getting in and out of the bath, a bath lift is required and an alarmed tablet box. Kitchen trolley was supplied on last visit, which has been a bonus as well.
Very helpful, respectful and pleasant.
Very explanatory and very helpful. Really looked to my needs.
I had a visit from Stephanie and Craig. They could not have been more informative. They both listened to my concerns at what is a very difficult time for me. They made it very kind by talking about difficult and humiliating circumstances. They are both a credit and I cannot thank them enough!
Very helpful, gave very good information about meals and bin pull out service. Very helpful ladies, thank you very much.
I found the staff very caring, friendly, considerate and reliable.
Stephanie was extremely helpful and respectful. She was very knowledgeable and explained everything in detail. Her suggestion will be of great benefit to me. Thank you.
Very good.

Fit4All Team (SH) Summary

Number of responses: 1

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

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



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

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



Comments

Really enjoying the virtual Pilates sessions. I feel they have helped me personally, and assisted with my back issue.

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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%

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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%

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Goole 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

Friendly staff. Helpful, prompt testing and quick diagnosis, and dispensing. On the road to recovery!

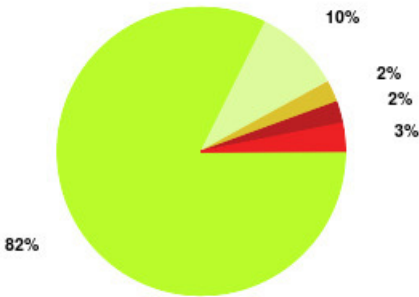
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GP - East Park Surgery Summary

Number of responses: 124

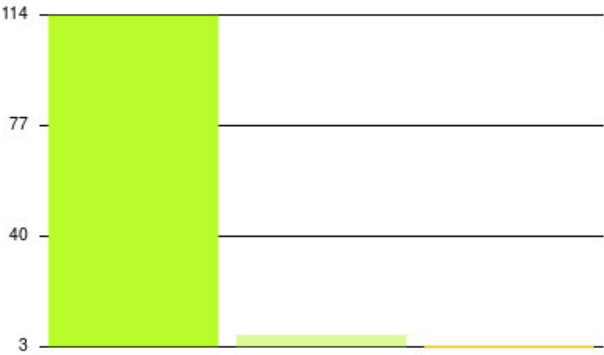
Experience	Amount	Percentage
Very good	102	82.258%
Good	12	9.677%
Neither good nor poor	3	2.419%
Poor	3	2.419%
Very poor	4	3.226%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	114	91.935%
Very poor & Poor	7	5.645%
Neither good nor poor & Do not know	3	2.419%

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





## Comments

[1/2] Shannon the Nurse was spot on as per. Don't agree with letting a patient into the surgery with a chest infection. Who hadn't had a covid test before hand

[1/3] My visit was not good I was sat outside waiting for appointment time only I missed it no one else was waiting I am alderley person and missed my appointment

I received an appointment to attend the doctors surgery, when I arrived I was told it was for a telephone consultation

The phone rang once as I went to pick it up it stopped ringing

Appointment wait time 15mins past the time made

Didn't have my appointment on there screen so made there job twice as bad

COVID secure methods very good. Information by Nurse clear and helpful. Entry intercom had problems. Suggest CCTV based system.

Thorough but efficient checks before entering the building, quick appointment and didn't have to wait long and the nurse was lovely and chatty which was great.

You were on time, staff pleasant & I was in & out in a jiffy! Thankyou

I was stood outside for 5 mins. I rang the bell 3 times but no one answered.

The nurse was friendly and efficient, waiting time short, could not hear intercom clearly

Did not visit surgery would have liked to have had a telephone call was excellent service from the nurse wish I could see doctors

Pleasant nurse very relaxed and made you feel comfortable don't think you could improve it 10 out of 10 x

The nurse and staff were very efficient and pleasant especially in the present climate. Thank you

It was run very well your temperature was checked. All the rules were put into place with COVID. Staff always very friendly towards me. It's a lovely surgery

Was a telephone appointment Check up for my mum and the nurse rang me as well as mum to put me in the picture

Appointment on time nurse really friendly

Always good and caring helpful staff

Very efficient. The Doctor was excellent.

Sympathetic nurse really made me feel at ease.

Friendly staff and excellent Nurse. Nothing to be improved

[1/3] Felt safe due to Covid precautions. Efficient, helpful receptionist (Jeanette). Knowledgeable, sympathetic and very patient GP Associate (Dr Choudhury),

Always get an appointment and always happy with service

Very well organised

Felt safe. And good communication. Friendly staff

[1/2] It was a quick and easy appointment. I had to wait a few minutes outside which was okay as the weather was fine. This could be a difficulty for people arriving when raining

Best nurse I have ever met excellent so good to talk to when I needed someone

Speed

Friendly staff

Good friendly service

It was a phone call appointment very impressed with person who called

I had a phone visit the lady was very caring

Nurse Diane went through all steps needed throughout my visit

No long waiting, nice staff

Very friendly

Greeted at the door, quickly seen to and further appointments booked, no hassle.

All very good

The doctor was extremely friendly, helpful and reassuring. Very good service by the doctor himself.

Very friendly staff & a nice relaxing atmosphere.

How sweet the nurse was made me feel comfortable and to freely talk

Friendly staff on duty. Talked me through what was happening and quick service

Fast, efficient and good communication

friendly receptionist, asked if needed any help to seating area and doctor came out to get me

[1/2] The staff at the reception were very welcoming & helpful. The nurse explained everything that was going to happen during my smear test. I felt at ease
Nurse was kind and helpful. Buzzer wasn't working properly outside but we all got in soon.
Great doctor.
Nothing to improve in these strange times, good service
The nurse was friendly efficient answered all my questions I didn't feel rushed absolutely first class
I was reassured about my problem and friendly welcome
Everything is just fine.
Organised and quick felt safe
My appointment was on time, the nurse was caring and professional.
Although there wasn't a telephone slot for the doctor I was fitted in . I am grateful for that.
[1/3] I had a phone consultation with Diane the asthma nurse She asked me a number of questions regarding my asthma and was very professional in the way she talked to me
Friendly and personal as opposed to being treated like a number. No improvements to suggest.
The staff are very friendly and helpful nothing needs improving just keep up the good work
She was really lovely, very helpful
Everything was good nowt improve
Service friendly staff
The nurse was lovely & friendly & made me feel comfy & at ease
It was by phone. Everything was sorted
It was very prompt efficient and staff courteous as always
Very careing,
Phone call was good with nurse answered a few questions
Thank you, but I haven't been yet. ?
I thought it was well organised
Good
The appointment times were very punctual

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%

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GP - Kingston Practice Summary

Number of responses: 0

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

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

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GP - Riverside Practice Summary

Number of responses: 0

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

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

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GP - The 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%

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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%

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Health & Development Worker Summary

Number of responses: 0

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

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

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Health & Wellbeing Service - Primary 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%

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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%

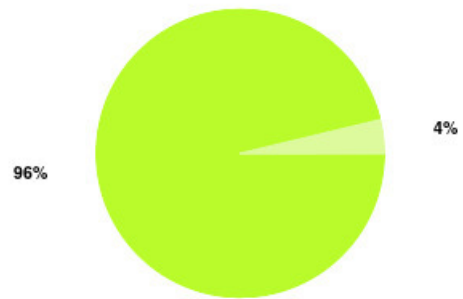
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Health Trainers (inc Social Prescribing) SH Summary

Number of responses: 26

Experience	Amount	Percentage
Very good	25	96.154%
Good	1	3.846%
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	26	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

Its has been really helpful taking to someone outside of my family about how I am struggling with grief, family members think I should be over it by now but talking it over has made me realise I have not really dealt with this yet and it takes time and a better understanding. Thanks for listening.

The service is great, I would recommend it to anyone. The support and ideas that I have gained from this I can really use to get my life back on track.

J

Nice to have a chat

Thank you for today - you have really helped me to what I have achieved and plan going forward

I would defiantly recommend to anyone - great service great support

It has helped me get past a few problems; my head is in a better place than it was at the beginning of the year. I would recommend the service to a friend.

"Its good to have someone different to talk to on whats to be done. Nothing could be better, you have given me the information that I needed, you talked me through everything, and you've listened. Everything was bang on.

"useful and helpful to like know there's service out there. Friendly".

"you've been super helpful - first time spoke I was very emotionally unstable, and I needed someone there to vent and that outlet, you've been brilliant, you've went away and found things out for me I can't fault you Jordan".

"Information wise brilliant, you have been very very kind letting me carry on too".

"Information wise its brilliant, you have been very very kind letting me carry on too".

found the feedback helpful - good to talk to some one about my concerns

"I have nothing but praise from your end. I'd recommend it - I have already actually. I think it's a case of fail to plan - plan to fail and here, it gives you that structure to point you in the right direction, you need these mile stones because its step by step process and I've found it supportive".

"I've found it very useful. Its helped with sending me information, connecting me to people and the advice as well. I'm now heading in a positive direction"

"Its been good, I always get a boost of confidence and motivation when I talk about it to someone" .

"I'm really happy with your suggestions and that you are in contact. It's encouraging and you pick up on things which I have done and I think I didn't look at it like that, its great and really encouraging. Thank you".

"Really pleased to speak with you today and hear about Coffee and Chat with people".

"its been smashing you know its been very good. Well with me being on my own it gives you someone to talk to, sometimes I'm sat here and have no one so its nice".

"Good, Spot on lad, the way you have handled me I'm a difficult customer me, so you have done well".

"I feel when I started, I had nobody, I feel you have been on my journey for the last 12 months and I think it's time to move on, but you are the first service I used and you listened, the way you spoke you and helped me, It's a pleasure to know you Jordan".

" I think you've been excellent, compared to what I was when I was really down and anxious to now, I'm pushing myself. I think it helps to talk to someone and that's why I'm going to go to one of these Coffee and Chats in the future, thank you Jordan".

Glad aapts have carried on - good advise

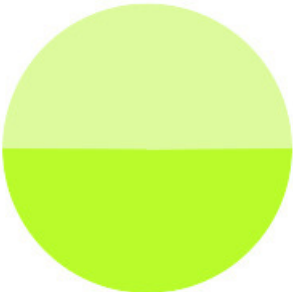
Health Visiting Summary

Number of responses: 4

Experience	Amount	Percentage
Very good	2	50.000%
Good	2	50.000%
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	4	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Very good Good Neither good nor poor Poor  
Very poor Do not know  
50%



50%

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



Comments

Having a time window for the visit is helpful. Practitioner was friendly and introduced herself to both myself and my daughter. Obviously PPE was worn but I was surprised for it to be put on when already in the house not before entering. Very quick visit, could some be done by virtual means?
My experience with the health visiting team has been excellent overall. All the staff I came across have been knowledgeable, caring and extremely supportive. They have listened to my worries and offered me great advice. All staff are very discreet and they have never made me feel judged, on the contrary, they have made me feel confident as a new mum. The latest member of the team who has been visiting, Rachel, has been absolutely amazing. Extremely professional and dedicated to her work. Thank you so much!
Very friendly, but was very quick not a lot was assessed
The nurse was very nice and very reassuring at every visit. She showed great knowledge and gave appropriate advice. I was very happy with the service.

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%

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# 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%

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# 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%

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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%

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# 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%

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Hull First Falls 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

Respect, care, checking thoroughly, reassurance and advice. An excellent service.
Very happy.
Very helpful.

---

Hull Podiatry Summary

Number of responses: 16

Experience	Amount	Percentage
Very good	16	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	16	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

Felt relaxed and at ease. Donna and Zoe were very friendly.

Ruth - Newington - A complete and excellent nurse, a credit to her profession.

I found the overall experience very good from the minute I walked in. Caroline on reception was very friendly and helpful. Hollie was very good, put my mind at rest from the start and answered all my questions fully and clearly. I would hugely recommend anyone to have this treatment if needed. Looking forward to my next appointment in June.

E Hardy - Longhill HC - I thought podiatrist who was very good and very caring.

Morrill St - The podiatry lady was really amazing. Credit to the service.

The podiatry lady was really good. Best we've had in 3 years.

Lee & Zoe: Medical treatment excellent, so friendly make you feel at ease! Happy place!!

Zoe & Lee: Brilliant service. NHS at its best. Cant praise the service and staff enough. We have been coming (with Mum) to Brock for 3 years. All the staff are absolutely amazing - nothing is too much trouble. All the staff including the receptionist know and remember Mum by name - Mum loves coming.

Excellent treatment. Very polite and friendly.

E Hardy - I was treated well and talked to in a plain and easy to understand way.

Lee & Zoe: Brill. Very good.

Lee & Zoe: Excellent service and information given.

My daughter Recently had nail surgery she was very apprehensive but Cole was really friendly, made her feel at ease, explained everything clearly to us and did a brilliant job. Thankyou

Hollie provided an excellent service, very friendly and helpful

I recently attended Elliott Chappell and have to say what a wonderful experience. Caroline the receptionist was very welcoming, and Hollie the podiatrist was very good, highly attentive and very friendly. Excellent service !

I recently saw Hollie, what a lovely lady and she did a wonderful job on my feet

# Hull Urgent Care 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

Staff were kind and helpful

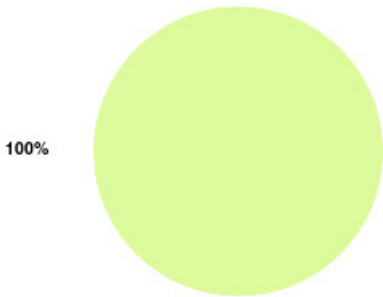
I visited bransholme urgent care centre this evening and was seen by Claire Bougen & her student Jennifer Jeffery. They were both lovely, welcoming and so helpful! Jennifer took an excellent history and carried out an examination. She was overseen by Claire who I could see was a fantastic mentor and full of knowledge. They both took time to provide a thorough and detailed assessment, which was really reassuring and greatly appreciated. They gave great advice and I did not feel a burden for present with a non-covid related complaint during the pandemic. They are a credit to the service and deserve recognition for their hard work. Thank you!

IMPS 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





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%

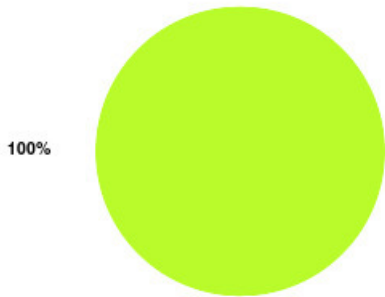
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Infant Feeding Service (SH) Summary

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

The contact and support I have had from the team has honestly been second to none. The ladies are incredible, so so supportive and really help me to feel confident feeding my son. My mental health was suffering when breast feeding and I was extremely nervous to tell professionals that I wanted to stop breast feeding, but the girls fully supported me, made me feel less anxious and were so open and honest. I was given advice on transitioning to formula for my son and also given so much advice how to reduce my lactation to make me more comfortable. The constant contact and support has honestly got me through some very difficult times when I questioned myself as a Mum and I will never be able to thank everyone enough. Even my husband has said how amazing you have all been. I've felt the most supported by this team than by anyone else. Thank you so much, you're all amazing. Hollie

I received so much help and support from fiona from the feeding team. She is really very knowledgable, she really supported me through a tricky few days and nothing seemed to too much trouble. I am forever grateful for all her help, she is amazing!!

The service has been excellent, there was nothing like this with my first and it is so reassuring. Amanda always calls when she says she will and it has been very helpful. I have told my health visitor how excellent the team is

I spoke to Amanda Brooks today for support with my 15 week old. She gave me some wonderful advice and is clearly very knowledge.

Hi Fiona, I hope you are well Just want to say a huge thank you very much for letting me use the breast pump and for the shields, videos and all the Information you provided me with. I feel me and baby have really turned a corner with the breast feeding and it's due to all your help and support and for that I will be forever grateful; so thank you very much. Best regards, Kayley xxx

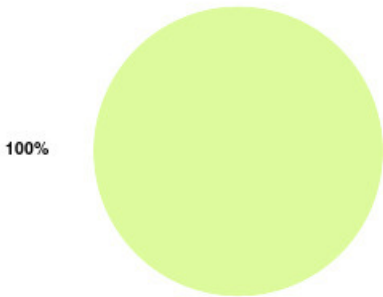
'Really happy with the support have received had lots of contact and it's helped'

Intermediate Care 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

Highfield - No facilities for family to visit i.e. small room on a 'one to one' basis. We know we had to follow Covid regulations, but just two people in one room, would have assisted with patient's mental ability. Whilst in the bedroom there was a window but no path close enough to the room for family to visit on a 'one to one'. Left on your own for a considerable time, staff came in early in only at meal times, toilet times, or when I pressed the buzzer. After care, whilst at home by the OT was brilliant, was always positive, gave good advice (Louise). Kind regards.

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Intermediate Care (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%

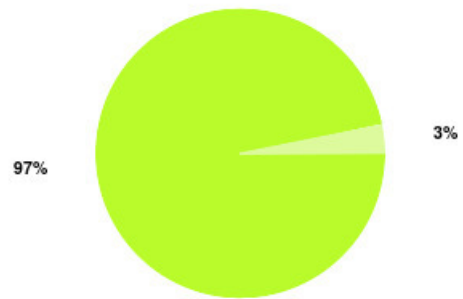
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Jean Bishop ICC Summary

Number of responses: 31

Experience	Amount	Percentage
Very good	30	96.774%
Good	1	3.226%
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	31	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

All the staff were really friendly and pleasant. It was a pleasure to come here, really enjoyed the visit.

Very friendly and supportive staff.

All the staff and healthcare professionals were very good. Nurses were very kind and helpful.

Made to feel welcome on arrival. All staff friendly and approachable. The centre is excellent. Full health MOT, everything done in one place is ideal. Given support throughout the visit. A much needed excellent service provided. All staff doing an amazing job.

Organised and well delivered. Better addressing all problems together.

Everything about Jean Bishop is excellent. Friendly caring staff. Attentive to all mums issues, a big help. Thank you.

Everything went on to perfection. The staff were all nice and professional, they looked after me well. Thank you for the services. No improvement needed they are excellent.

Everyone is so helpful and cheerful and caring. Thank you.

Spot on. A treat to be here. Wonderful staff. Big medals. Thank you all.

Everything was very good from start to finish. Slightly cool, café are could be a bit warmer. Made to feel very welcome by staff all of whom were lovely.

Our visit to the centre today with my 85 year old mother was very good, The staff are very pleasant and helpful. My mother was taken very good care of. We had our lunch which was very nice. Thank you

All staff very pleasant and helpful. Very caring and brilliant experience.

Very good all staff helpful and cheerful.

A very lovely group who helped with everything that was needed, helped with all the worries and needs.

We are full of praise for our visit today. From being picked up to going home. Could not ask for more, a lovely building with lovely caring staff. Thank you all.

Very good to get all aspects of health and welfare covered in one visit and in one place. All staff so kind, caring and considerate. No improvements needed.

Really pleasant and friendly staff, vast knowledge from everyone that we saw and a great help going forward from the information that we got. A great help thankyou.

Very helpful staff. Transport could be better.

Everyone we spoke to was very understanding and listened to everything we had to say. I would highly recommend anyone to come here, very lovely staff.

Very friendly and relaxed atmosphere. Staff very helpful and informative. Lovely experience.

Wonderful visit. Staff so helpful and kind and professional. An absolute pleasure to visit.

Really enjoyed the day. Fantastic staff all round. Very informative, thank you everyone.

Felt well cared for, was friendly and efficient.

The staff were wonderful and very helpful. The only "issues" we had were because of the current problems with the virus. Overall it was a good visit.

Fantastic service, really has helped seeing everyone in one place. Feeling much more confident in caring for my mother and now have all information needed. Thank you to all the team.

Excellent service

All the information I got from the doctors. Help form the occupational therapist. Very helpful physio. Everyone so helpful.

They each had time to talk and listen. Questions were thorough and enabled mum to say how she feels. A list of who is being seen at the start would be helpful as mum kept asking who she was seeing and I didn't know, then afterwards she had forgotten who she had seen. Even it it's just job title and not named. Thank you

Came with my mam, the visit was very good. All the treatment was first class and explained everything very good. It helped her a lot.

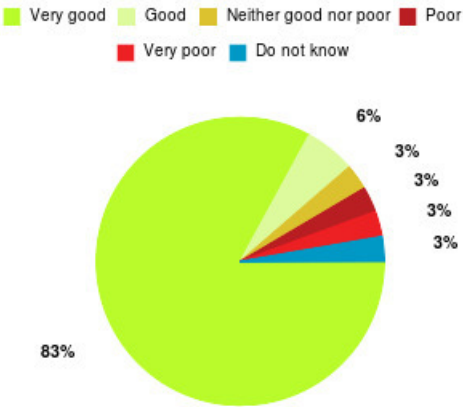
Nothing could be improved. Very good staff, thankyou

Pleasant staff and excellent doctors

Let's Talk (Hull) Summary

Number of responses: 35

Experience	Amount	Percentage
Very good	29	82.857%
Good	2	5.714%
Neither good nor poor	1	2.857%
Poor	1	2.857%
Very poor	1	2.857%
Do not know	1	2.857%



Experience	Amount	Percentage
Very good & Good	31	88.571%
Very poor & Poor	2	5.714%
Neither good nor poor & Do not know	2	5.714%



## Comments

Very polite and understanding approach. Make me feel comfortable, thank you

Very supportive and helpful

Owen really listened to me and understood what I was experiencing. I would recommend this service 100%.

I have been having CBT help with a phobia that had got out of hand, the therapist was professional, empathetic and helped me in my own time. To talk the problem through with me, she had a lot of patience. I would definitely recommend this service.

I'm trying to book my stress control sessions by ringing the number on a text message sent to me. I've called 5 times and never get through. I will be discharged after five working days (tomorrow) as it will be seen as no response even though I'm trying to contact let's talk.

It was very helpful to have someone that was able to listen as well as help with my situation. The advice I received helped so much and has allowed me to fix my home life. I don't think there would need to be any improvements made.

Everything was brilliant. Initially I was apprehensive, as I didn't understand how therapy could help me, but I now wish I'd completed this treatment 15 years ago. Living alone, being required to self isolate, work from home dealing with uncertainly felt crippling. I had found myself at a point in my life where I was ready to quit work and fall into a very destructive cycle. I am particularly thankful that I received treatment from Lets Talk so quickly after my referral. The CBT treatment has been a revelation. Morgan Perry, Trainee High Intensity Cognitive Behavioural Therapist, was both professional and supportive. Morgan talked me through each session clearly, setting an agenda at each appointment, reviewing my homework and taking me through each step of the treatment. I have been, and will continue putting what I've learnt into place at work and in my personal life. The experience was challenging but one but I'm very grateful for. Thank you.

The fact it was over the phone made it easier for me. As they were patient with my slight hearing problem and my bit of slur now and again due to medication.

Sarah really helped me find myself again and helped me come out of the dark place I was in. Amazing service thank you.

I self referred as suggested my GP and was quickly informed that due to the type of support I required it could be a while before a scheduled appointment. However a few days later I was contacted by one of the team and assigned a date and time when a counsellor would contact me. I was really pleased with the short time I had to wait, how the days and times the appointments were scheduled and how each time I was asked if it was still convenient. I was allowed to speak freely about my worries and concerns and felt understood and listened to. Something that I hadn't felt at work. My worries were recognised as important to me. I felt not only supported around the issue I had originally referred myself for but also around other issues such as the loss of my dog halfway through my sessions.

Honestly, I can't thank you enough. After feeling so disappointed in myself for self referring again, after only just finishing counselling the year before I was at an all time low yet again. Unable to deal with the anxiety and panic responses linked to this pretty intense fear of choking and, let's face it, death. I can't quite believe the journey that you guided me on to get to where I am now! I was quite adamant from the start that although I thought you could help me with some of the eating I absolutely did not think that I'd be taking those multivitamins again. Not in a million years. My theory that I had stuck to all my life which probably intensified after my dad's death, I didn't really think that anything would fundamentally change my belief in that. But you did. I'm so happy that I said yes to the trainee therapist. I honestly just need you to know the difference you've made. Although I get mad at myself for not being able to do it on my own I also know that that's what you're there for and want a great job you do! I have to admit the difference between counselling and cbt was hard to adjust to at first but I think the breakthrough moment for me was that first exposure when my anxiety went down as soon as I stopped the safety behaviours! I actually couldn't believe the impact of that! I'm so glad that I stuck with it and with your help and support I've made some huge changes in my life. Because it all happens so gradually and it's so subtle I want to really stress the massive difference it's made. Let's ignore the multivitamins for a minute, I wasn't even drinking water!! I can't even believe the strength that those thoughts and beliefs had and can honestly say that I don't know where that path would've ended if you hadn't helped me when I needed it. So anyway, thank you so so much for your help, I feel like in the end we were a team. I so wanted to end on a high I still can't believe I've been taking those tablets for a week! You were ace!! And to be honest the fact that it was online didn't even really seem that different. At first I thought that would be weird but it was fine! And just as impactful. Thanks so much for being firm and focussed because as we know I can talk and get distracted from the point. I know that this therapy has had a bigger impact than just the choking fear. I know that it pretty much signifies the end of a 13 year grief due to my dad's death. It's the ultimate acceptance and letting go. I can't keep myself and everyone around me alive and bad things happen but I can't live with depression and I can't live with anxiety and fear and now I don't have to. Thank you. It really is that massive! I'm sure I'll have set backs and I'll access help if I need to but I think I'll be ok and for that I have you to thank. I have so much respect for the job you do, and you are so good at it. Thank you! Ps If this is how you start your training you're going to be a bloody fantastic therapist! Good luck with everything and thanks so much again. I think that covers it

Very friendly and listened to my problems and helped me kindly. Thank you

Stress Control (Private Company): Thanks gents, really helpful. All the best

Stress Control (Private Company): That was very informative and well explained, thank you.

The guy who I had my phone call with for the initial assessment was fantastic. He was so understanding and seemed to genuinely get how I was feeling. I felt like I could discuss my issues with him without being judged. I came off the phone feeling positive. I did however forget to ask his name! However I feel so grateful for our conversation and him listening to me.

I was called for an assessment and was told I would be put through to a senior person but the call then ended that it after weeks of waiting

Look into Medical Records and History Before Suggesting Medication .Better Telephone Manner Towards Clients Don't use Words like Listen in abrupt manner .

The speed of access was amazing and Kev was wonderful at providing the support I needed

Stress Control: Thank you very much I have really benefited from these sessions

Stress Control: Thank you for the last 4 weeks.

Stress Control: Thank you for the course - it's been really helpful!

The lady I spoke to today was called Olivia, & she was very understanding & patient & that made me feel at ease.

I have just finished my second round of cbt therapy with Toni Snaith. this girl is amazing and a true credit to you as an employee. please make sure you give her lots of praise for the amazing job she does. I didn't recognise my old happy self at the start of therapy because health anxiety as well as the struggle of lockdown had taken over my life. I'm feeling much better after my sessions and in control. I am so much happier in myself and I am even thinking of using my experiences to try a new carer in therapy as I find it such a rewarding prospect. thank you again to all involved with lets talk i would recommend you guys to anyone who is struggling. i would love to send Toni a thank you card if this is possible? regards, Laura

Very good and are helping me get the right help I need
Craig has been absolutely great with us.He made sure to listen to everything that my husband needed to say and to cover all the angles. He really helped him during the last months and I can see a really big difference on his perception of things. Many thanks to him for everything he did for us :)
Took a while but you got back to me. Im hoping that the service can help. Thanks
I am very impressed with what the Lets Talk Service has to offer and the very positive impact it has had on my life. My first initial assessment didn't suit my needs and I brought this to the attention of the service which was addressed and changed accordingly. Monika has been the reason I am now able see myself as a positive, practical, intelligent, caring and able person with qualities that were never validated by those around me in my younger years. I believe it now! Monika's consistent, professional but friendly approach has let me see the wood through the trees; the tools and strategies to acknowledge and address my anxieties and the need to put me first when feeling overwhelmed and also as a prevention from becoming overwhelmed. After such a long time off work I am makng a fresh start within a new role and going into it with a new found confidence and different ways of thinking, feeling and doing. Thank you Monika Thank you Lets Talk. The service cannot be improved. It was so easy for me to access at a time when I least thought anything was available to help me.
Danielle was extremely thorough and explained the process from start to finish very well, making me feel at ease even at the most difficult times of the appointments. I felt listened to and valued (for the first time in a long time) Waiting time before seeing someone was not too long. I've finished the treatment feeling better in myself and with a long term plan and goal in sight.
I had a phone call for my referral and the lady ispoke wiith was very frienxly and the service is very confidential i am happy to learn justin irvine
I felt that I connected with Kevin he helped me feel at ease an I could discuss my issues in a good communitive way hes a good listener and gave me good suggestions to help with my anxiety . I was pleased with my treatment Thank you.

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%

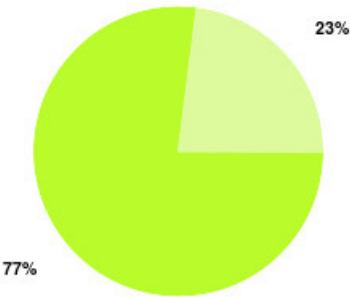
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Let's Talk - Focus Counselling Summary

Number of responses: 13

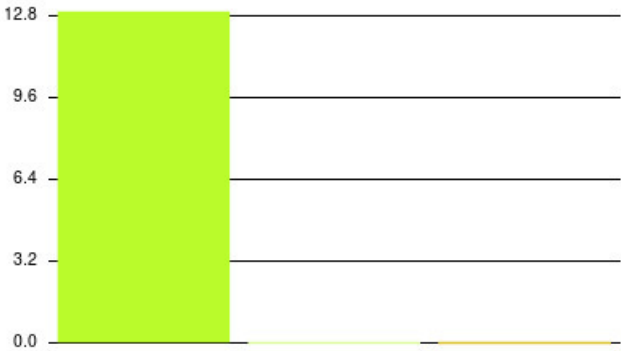
Experience	Amount	Percentage
Very good	10	76.923%
Good	3	23.077%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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





## Comments

The process of receiving counselling from Focus was quick and easy and I appreciated the text reminders before each session. Jane was completely understanding and non judgemental and offered great advice and techniques to try. It was like talking to a friend rather than a counsellor, which is exactly what I needed. I was so nervous at first, but Jane was reassuring and gentle and after every session I felt like a weight had been lifted from me. I honestly cannot thank Jane enough for everything she helped me with. Overall I think the service I received was excellent, thank you so much!

I really enjoyed my time chatting with Danielle she just seemed to get it. Improvements could be to allow zoom calls

Jess is so friendly and things that I was worried about or feel like i sounded stupid saying, she instantly made me feel normal. She is easy to talk to and I feel like we worked together in figuring out the best way to over come my anxiety. Having the steps in place to maintain progression helps because I can go back and read though things I needed to do to not be back in the dark place of anxiety again. Also knowing I can refer myself any if needs be is a nice comfort.

Becky just came at the right time when I was experiencing work related problems. She was compassionate thankfully proportionalised issues, she was very good to talk to. Hopefully F2F soon again!

The lady I spoke to was lovely and really helped me through a lot of things during our sessions. I felt really accepted and supported. I think that it might be a good idea to have more information on contacting about appointments etc as i found it quite hard to rearrange appointments.

the councillor i spoke to was so understanding ,a lovely person who made me feel so much better.

Laura is brilliant she helped me complete my 1st treatment course as I never finished them before im so grateful for all her help

You know something its just good to be heard.

Let's Talk - Good Day Therapy Summary

Number of responses: 0

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

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

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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%

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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%

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Let's Talk - Joan Pickard Ltd 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

Friendly and flexible caseworkers. I think they know their job very well, but the building was flooded for some time and had a couple of sessions over the phone.
Let's Talk has helped me understand mental health, depression and anxiety a lot more i am a lot more focussed and happier then when i started counselling. My counsellor has been exactly what i needed to help me through this.
Let's Talk have got me back to where i wanted to be and i feel so much better.

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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%

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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%

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Let's Talk - Temenos Summary

Number of responses: 3

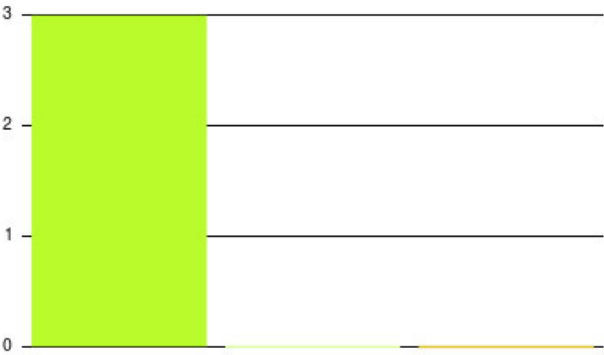
Experience	Amount	Percentage
Very good	3	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

I feel like the support given by my assigned therapist showed me how to change my life, it was never a case of being told its an easy fix but being shown and given the tools to move forward in a positive way which reassured me that i can move forward through my own efforts.

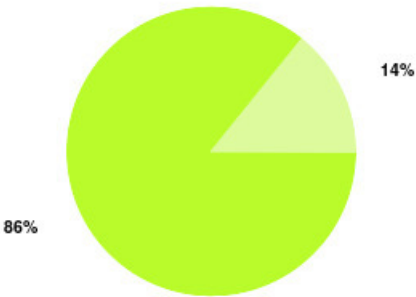
My appointments were over the phone due to Covid but my therapist was lovely and put me at ease from the first appointment.

Lifestyle Referral (SH) Summary

Number of responses: 7

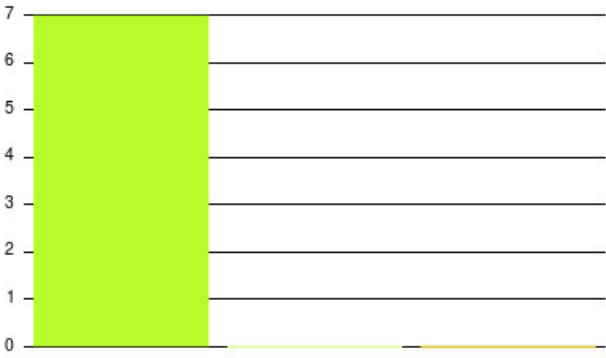
Experience	Amount	Percentage
Very good	6	85.714%
Good	1	14.286%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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

I always feel brighter when I have spoken with Jane. She gives great advice and listens providing support. I always have a good laugh with her.

Enjoyed doing the workouts provided. Very friendly staff. Doing the challenges provided the motivation To do some exercise during the lockdown.

I have been doing the Pilates video, started with level 1 and am now on level 2. Thank you Jane you are a STAR. The only improvement that could be made is face to face classes and a bit of banter, but fingers crossed that will happen soon !

Enabled me to keep a bit fit during lockdown

Excellent information guidance and support was good would recommend

Thanks for your speedy response with advice to help to reduce my back pain. Tried the back exercise last night and will take your comments on board. Again thank you for your advice, you are a star.

Really enjoying doing Pilates by the way - has made me realise how bad my posture is and how tense I am working from home! It's helped enormously!

Lymphoedema 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 very competent really happy with the info after never been referred in 41 years in lymphoedema , thanks

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%

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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%

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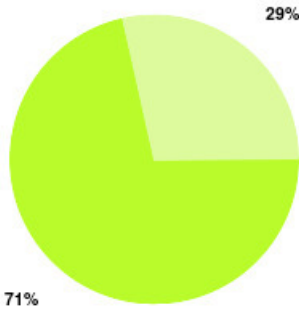


Mental Health Team (SH) Summary

Number of responses: 7

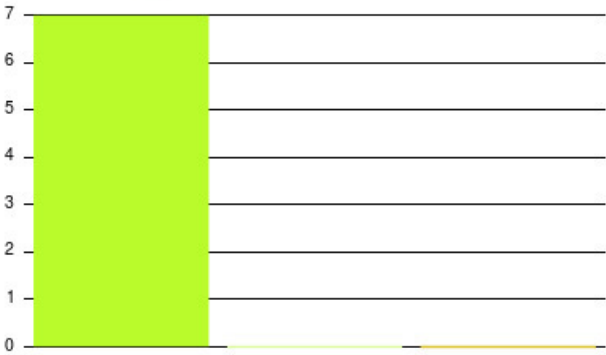
Experience	Amount	Percentage
Very good	5	71.429%
Good	2	28.571%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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

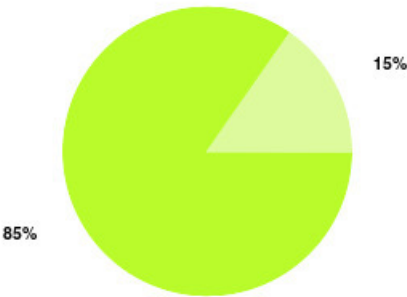
Very informative, Andy was a good listener as well as a goof facilitator. I was able to take part in some relaxation techniques.
Attended session on 5 ways to well being and mindfulness. It was interesting and useful, will help in job role and personal life.
In my role I can incorporate the 5 ways to well-being into our school action planning. I am currently working on producing a plan for the Covid Catch up funding which will be used to support our learners when they return to education - the 5 ways to well-being will be an essential part of this reintegration.
In my role I can incorporate the 5 ways to well-being into our school action planning. I am currently working on producing a plan for the Covid Catch up funding which will be used to support our learners when they return to education - the 5 ways to well-being will be an essential part of this reintegration.
stress and anxiety mill green
stress and anxiety mill green
Mill green school.

MSK Physiotherapy Summary

Number of responses: 104

Experience	Amount	Percentage
Very good	88	84.615%
Good	16	15.385%
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	104	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 therapist was welcoming, informative and knowledgable. The session was very good and I learnt some exercises which I fell will help with my recovery.
Excellent appointment from start to finish. Everything felt covid secure and two physios in attendance where very comforting and explained procedures etc really well.
My physiotherapist is extremely knowledgeable and experienced and continues to help me with all of my issues.
Clear questions, Dr listened, came up with a plan! Clearly explained what happens next ie send me the exercise deayilas and equipment, get back in touch within six weeks if required. I had plenty of opportunity to explain and felt understood
The treatment and advice.
Talked me through everything
Would like follow ups to not be so far apart. 4 weeks feels like a long time when you are struggling.
Great knowledge , communication and professionalism with caring attitude . As I am quite curious , interested and determined to get better the consultation went in a flash and a bit more time would have been good . Gary was very professional , knowledgable and inspiring in my quest to get this bulging disc back where it belongs !!!!
Gary was very understanding and explained every to me
Very helpful in trying to get my shoulder moving properly again after a spiral fracture to the humerus and quite a while in a shoulder brace. Giving the Phsiotherapist better access to my medical records might help.
Sophie listened to me, and really explained my problem Well, in a way I could understand. Gave me exercises to follow, very happy with the service I got today, thankyou.
Under today circumstances Andy was excellent he listened to me explained everything it was brilliant I can now move forward
Very useful to me and hopeful for improvement
Bridlington - Gary has been very encouraging and understanding. He has been very constructive with his comments and how to achieve, and strive for, full knee restoration.
Quick. Safe and very proffessional
Very efficient and helpful
I really felt that I was listened to and a plan was put in place, I didnt feel rushed and was able to explain exactly how I felt. The physio I saw was caring and professional. Thank you.
I was treated with respect and genuine care as I've struggled with my back for years and never got anywhere. Lucie is a breath of fresh air and her advice on what I should be doing is already helping me. I do hope this continues.
Helped me understand what was going on with my neck and back , put my mined to rest !
On time very kind and informative
Appointment was on time. Physiotherapist was professional and very helpful
Hazel was very patient with me I'm in a state with my pain she listened to all I had to say she was very reassuring and told me clearly what I could do to ease my pains I am very grateful father advice given and it is helpfully thank you, for me you don't need improvement I think you're just fine
Very informative telephone appointment.
Very informative telephone appointment.
Was no visit don't like phone calls would like to be face to face
Excellent treatment by a very professional Nurse
The visit was well managed from a covid point of view. The Physio I saw, (Jen), had clearly studied my case beforehand and following a few questions was able to describe the problems I had. She was able to describe the type of treatment, involving various exercises, that I needed. This gave me great confidence moving forward that with her guidance I could at least improve my pain management and with time and patience improve my quality of life. Very grateful for her help.
On time. Thorough. Polite. Safe. Visit went very well.
Everything was posset I've. Since last session, because of the issued exersises, I have noticed a good improvement. I have every confidence that my improved exersises are going to help me improve further.
Every time I get in touch they are always happy to help and very friendly
I felt I had enough time to chat thro my problem. Not rushed. Although there was little that could be done we discussed areas that may keep me pain free.
Gave good advice and provided exercises specific to my condition. Asked lots of questions and listened to my answers without me feeling a nuisance even though my condition isn't too serious at the moment. No improvement to speak of.
Nothing
First class in reception details of my problems explained . Thanks for your.
I was fully saitisfied with the service I received.
Clear and concise, thought it was going to be difficult to conduct this appointment over the phone but it wasn't, very happy with the advice hiven
Andy made me feel very comfortable when explaining the procedure.

I had a telephone appointment with Alison to discuss how to increase my activity following a calf strain. Her advice today has given me the confidence to do this. Thank you.
Everything was fine, but I won't really know for a few weeks to see if I improve.
Very helpful information and listens to your concerns
Very helpful and put my mind at rest about any concerns I had.
Nice physio department at Beverley and staff take care of needs.
A very helpful and efficient Department. The staff I spoke to & saw were a credit to their profession. My only concern is that I completed 2 referral forms on line and submitted them and neither referrals were received & picked up on the computer system. This is a fault with the data base and I feel it needs to be addressed.
Seen on time and pleasant Physio showing me what I needed to do.
Friendly staff, made my 9 year old child feel at ease, good advice, good knowledge.
Nothing fantastic and excellent service
A very informative and helpful physio therapist. She demonstrated and talked me through all the exercises and I felt confident of coping with them at home by myself. Overall a really excellent service.
The physiotherapists who spoke to me were really good. The exercises links were easy to follow and useful. It was easy to get an appointment that suited me. My symptoms got better. Many thanks to Hazel, Elizabeth and the team.
It wasn't a visit it was a telephone conversation Sophie physio asked me to not use the red band but continue with the yellow band and see how things are with my shoulder in two weeks.
In-depth information re my problem.
Gary Bradley - Gary was kind and efficient from the beginning of my appointment with him. What he told me and the exercises he gave me have helped me enormously, as far as I could see things were perfect.; Covid rules applied and everything was spotless. I would recommend your department to anyone.
On time. Very knowledgeable. Some useful advice.
Bridlington - Very pleased with every visit. Gary was very helpful and knowledgeable, he has helped me to recover from my knee replacement much faster than I had expected. Very professional and good at his job. Thank you.
Hessle Grange - No fault at all. On time and very good and thorough consultation.
Hessle Grange - Excellent service, very Covid secure.
I had a telephone appointment, she was very thorough
Quick and easy. Ask for medical details in advance, ie prescriptions would save time. Now to see if I improve.
Very good sessions with excellent advice given on what techniques to employ during excersises at home. What to do to relieve pain. Enjoyable. Given my experience not sure what improvements could be made
My physiotherapist is amazing ! I have an Ilizarov frame fitted to my leg, at my first visit I was very worried, in pain , and Elizabeth put me at ease. After each visit she has 'firmly' coaxed me! and after each session I am so confident and can actually see a light at the end of the tunnel. The clinic is well run, and I feel very safe during these trying times with the virus. I actually can't think of any improvements. I think we are very lucky to have these services on our doorstep.
Jen was very thorough and explained everything very well. I understood and recieved my exercises immediately so I could start them straight away Your jackie
Good service but no substitute for face to face consultation however I understand that it's not possible at the moment And appreciate the service that is available,
Always phones on time and able to explain the exercises
Driffield - Jen - Brilliant.
Goole - Alex Fuller - Nothing could be improved as it is perfect. Thanks to Alex for spotting the issue in the first place, always knows exactly what the issue is.
Clean and sterile area. All staff extremely courteous and efficient. Mr Sanches very knowledgeable and patient; would recommend this service to anyone.
Driffield
Driffield - Plenty of time and encouragement to work on exercises and to listen to symptoms. Great note taking leading to meaningful review in each visit. Lovely, helpful staff.
Driffield - All appt seen on time. Friendly and helpful. Feel individual service not generic. 5 stars.
Driffield - Very knowledgeable. Impressed with exercises given. Gave demonstrations and feedback.
Driffield - Time between initial phone referral to consultation, extremely efficient. Thanks!
Driffield - Excellent suggestion re - self treatment. Excellent communication and care.
Hessle Grange - Johann was very good with my autistic son, he explained everything really well, and did his best to make him feel reassured.
Driffield - Very informative and rewarding. No improvements necessary.
Hessle HC - I was seen quickly after referral. I felt safe, the appointment was very good in that I was listened to and the diagnosis/recommended treatment were full explained.
Super service, enjoyable despite the pain because Gary is great! :)

Nothing. Good friendly service.
Informative discussion and good advice from Gary.
Very professional consultation. Nothing that I could see can be improved.

---

# 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%

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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%

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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%

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Nutrition & Dietetics (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

Kellie is a lovely young lady. Very warm and friendly. Listened and gave good advice. She was very good with my wife, who has advanced Alzheimer's.

Kellie Hargreaves - Kellie is very understanding and helpful with my needs to put on weight. She's very encouraging and advises me on the right foods I should be eating. Our video calls were always on time and only ended after I was happy with her advice. Personally I don't think any improvements are needed.

Telephone support - Kellie Hargreaves - You can't improve something which isn't broken. Thank you Kellie. Also thank you Kellie for helping my husband and for the advice you gave.

Telephone support - Kellie Hargreaves - Kellie was extremely supportive, very pleasant and, very professional.

# OccWellbeing Summary

Number of responses: 0

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

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

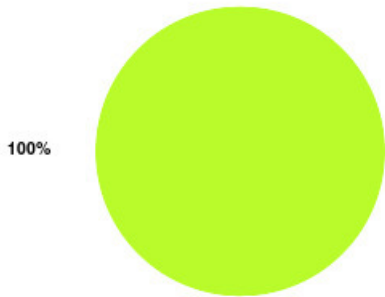
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Oral Health (SH) Summary

Number of responses: 1

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

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



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

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



Comments

Invited to south 0-19 team meeting, Julie was reliable, communicated well, she showed up ontime and was enthusiastic about dental health, which inspired staff

Oral Health Promotion 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%

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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%

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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%

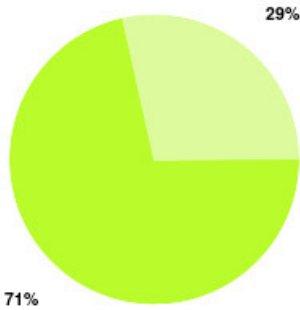
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Pain Management - ER & VoY Summary

Number of responses: 14

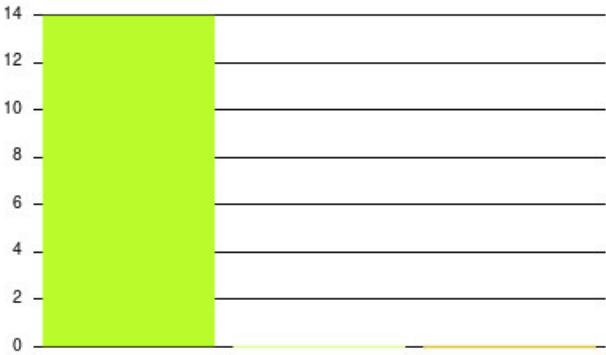
Experience	Amount	Percentage
Very good	10	71.429%
Good	4	28.571%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	14	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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



Comments

They were very polite and friendly explaining what they were going to do
Very friendly and great acupuncture sessions.
All good.
The lady I saw (Hayley) was very helpful
The physiotherapist (Brynn Oliver) was very knowledgeable and helped in adjusting my exercise program to suit my specific needs.
Everything could not have a better meeting about my pain help thank you
A Very helpful over the phone assessment, And took the time to listen to the issues I'm having with my lower back.

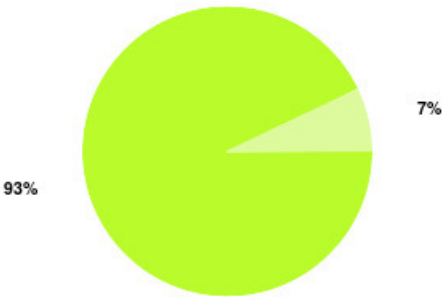
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Pain Management - Hull Summary

Number of responses: 14

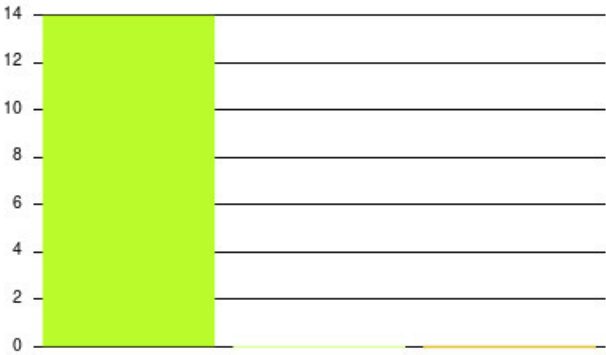
Experience	Amount	Percentage
Very good	13	92.857%
Good	1	7.143%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	14	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

What is good is making a difference to my life what could be improved is the amount of time it takes to see someone

Dr Haynes was very good. He helped me a lot. Was friendly and knew exactly what he needed to do!

The doctor listened to my concerns and made a sensible suggestion

Hi,my visit was well organised, staff friendly, and very professional treatment explained to me , in my case would have liked stronger medication , doctor did say my next visit I could have stronger dosage , hope so , many thanks to whole team , well done at such difficult times , kind regards sk.

Friendly and caring staff, nurses and doctors

Telephone appointment with hayley vey good

The clinic was easy to access with no steps! The staff were very efficient and friendly! I feel much better after my treatment!

Everything was good Exact appointment time and understanding polite professional Assessment Excellent service

Only an assessment over the phone so hard to comment

The nurse was very understanding and helpful. Clear explanations of what to expect and how the assessment would progress.

Leanne is extremely supportive and helpful.she puts you at ease and explains everything.please carry on with good work thank you so much

Parkinson's Hub (ICC) Summary

Number of responses: 3

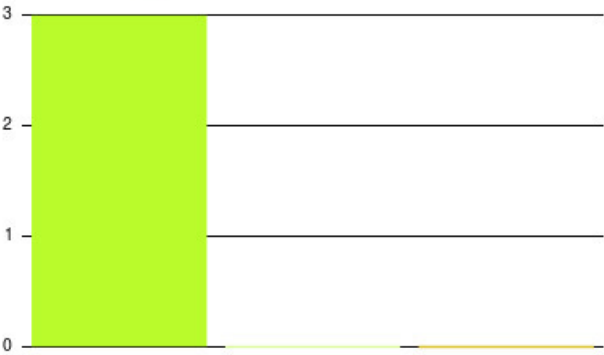
Experience	Amount	Percentage
Very good	3	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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

Good to compare levels of other patients and relate different treatments and how reactions of others.
Big thank s to Nigel for everything he has done; so pleasant ad easy to talk to, called a 'spade' a 'spade'. Helped us get our mum back. Big thank you.
Staff could not have been more helpful, including café ladies. Receptionist needs a course on people skills etc. (Parkinson reception).

---

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%

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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%

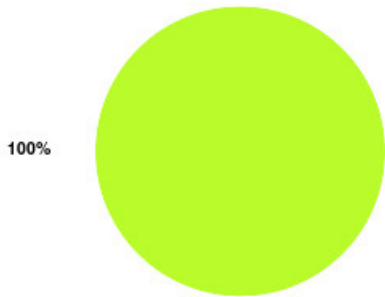
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Phlebotomy - Withernsea Hospital Summary

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

Caroline - This lady was nothing short of first class. I cannot put into words how kind and understanding Caroline is. After years and years of having issues with my blood been taken, sometimes it's 5 or 6 attempts. But Caroline managed to take my blood 1st time every time. Which has given me confidence when attending Withernsea Blood Clinic. Thank you so, so much. Perfect every time.

Caroline knows about my needle phobia and is always very supportive.

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%

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Prison Healthcare: DART (Humber) Summary

Number of responses: 3

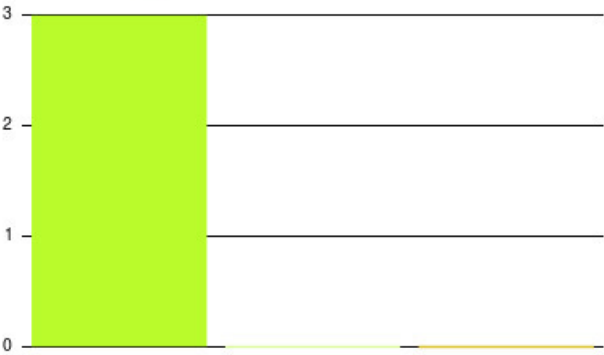
Experience	Amount	Percentage
Very good	3	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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

DART - LISA Lisa has been amazing. She has worked with me pretty much since I landed here. She listened to my issues and helped me work on myself and I feel 100% ready to be released and for the medication she has helped me get. I thank her so much, you DART workers are amazing, thank you.
DART -- I found the service great. Support from staff and other inmates great. If you really want change, its the place to be, got to be willing.
DART - Sophie I got help and supported to get off methadone and stay clean. Sophie always went out of her way to come and see me and did everything she possibly could to support me, she always listened and was very friendly. I owe a lot of my success to her. Thank you.

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%

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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%

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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%

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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%

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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%

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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%

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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%

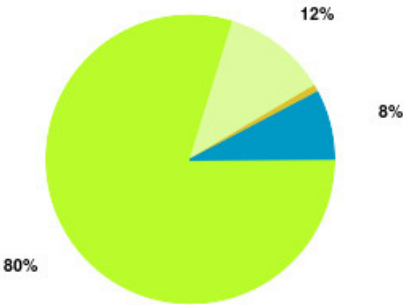
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Prison Healthcare: Primary Care (Humber) Summary

Number of responses: 128

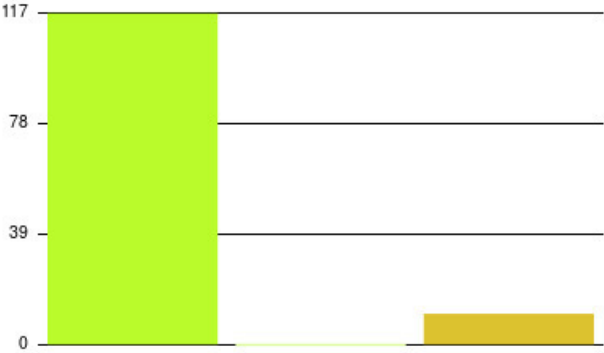
Experience	Amount	Percentage
Very good	102	79.688%
Good	15	11.719%
Neither good nor poor	1	0.781%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	10	7.813%

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



Experience	Amount	Percentage
Very good & Good	117	91.406%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	11	8.594%

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



## Comments

COVID VACCINE A very good service, very nice polite well spoke people. Thanks.

COVID VACCINE Very friendly and easy going. The staff made me feel at ease as I was a little scared at first. I don't think anything could or needed to be improved. THANK YOU ;)

COVID VACCINE Very good staff.

COVID VACCINE Very helpful and painless, thank you.

COVID VACCINE I was informed all about the effectiveness and kind staff support me with Covid 19 jab, thank you :)

COVID VACCINE Over and done with before I knew about it and makes me less anxious about Covid.

COVID VACCINE It was fine and didn't hurt.

COVID VACCINE

COVID VACCINE The two healthcare staff :)

COVID VACCINE The staff were friendly.

COVID VACCINE They made me feel relaxed and answered all my questions.

COVID VACCINE Informative ladies - pleasant.

COVID VACCINE Staff were great, nothing needs to be improved to be fair.

COVID VACCINE Straight in and out.

COVID VACCINE Straight forward

COVID VACCINE Everything was fine.

COVID VACCINE Went really well - thank you.

COVID VACCINE All very good.

COVID VACCINE A very good service.

COVID VACCINE Everything was OK.

COVID VACCINE Friendly

COVID VACCINE Relaxed environment. Treated well and jab didn't hurt :)

COVID VACCINE Safe environment

COVID VACCINE Good, quick and virtually painless.

COVID VACCINE Excellent

COVID VACCINE Very professional.

COVID VACCINE It was smooth and the staff were informative.

COVID VACCINE Very polite - nothing needs to be improved.

COVID VACCINE People could be informed prior to vaccine date. Service was quick and pain free.

COVID VACCINE Got it done but wasn't really bothered. I don't like needles.

COVID VACCINE Nothing, all good.

COVID VACCINE Very smooth and happy service.

COVID VACCINE No pain at all. I felt nervous, but was reassured.

COVID VACCINE Everything was good and fast.

COVID VACCINE Friendly staff, polite.

COVID VACCINE Very pleasant and really respectful and I felt "normal" and not like a prisoner or number! Thank you for your time and aid.

COVID VACCINE Explained well. Fast and efficient. Thank you

COVID VACCINE It went very well.

COVID VACCINE Easy, relaxed - no problems.

ALISON AND KYM Both very nice to me.

COVID VACCINE Just so I don't get it, the staff are very good :)

COVID VACCINE Easy, simple and painless.

COVID VACCINE I was sat on chair talking to my pal when the nurse lady said "that's you done". I didn't realise I'd had it done. It didn't hurt a bit, thank you.

COVID VACCINE Very friendly and explained everything clearly.

COVID VACCINE

COVID VACCINE Staff were very friendly. Made me feel at ease.
COVID VACCINE Police and clear instructions. Best experience I've received from Healthcare.
COVID VACCINE Everything good.
COVID VACCINE Very good.
COVID VACCINE Very good, easy.
COVID VACCINE All good, staff here are excellent. Rishi Sunak should hang his head in shame at 1% Pay Rise.
COVID VACCINE Everything was good, thanks.
COVID VACCINE Quick and easy.
COVID VACCINE Less worry about catching the virus.
COVID VACCINE High standards from the nurses, felt at ease. Feel safe for those around me.
COVID VACCINE Happy to have my vaccine quickly.
COVID VACCINE Amazing - over quick. Can't be improved.
COVID VACCINE I have no complaints and I see no way the service could be improved. What I thought was good about my visit was the nurses were polite and very good at their job.
COVID VACCINE Very helpful.
COVID VACCINE Very pleasant and helpful. Information given regarding vaccination.
COVID VACCINE Service was good
COVID VACCINE Service good.
COVID VACCINE They explained everything to me. It was a pleasant experience.
COVID VACCINE The nurses were friendly and nice and explained everything down to a T. Better to be safe than sorry.
COVID VACCINE Calming and relaxed situation. I don't know how to improve the experience.
COVID VACCINE I was told about everything so it was all OK.
COVID VACCINE Very good! Answered all my questions - set me at ease and very polite and happy practitioners.
COVID VACCINE Yes, went really well. Thanks for support and help.
COVID VACCINE Service with a smile.
COVID VACCINE Excellent service
COVID VACCINE Got the vaccine
COVID VACCINE I was made to feel relaxed, the nurses were friendly. I was pleased. Thank you.
COVID VACCINE It was fine.
COVID VACCINE Service ran well.
COVID VACCINE Very friendly and was more than willing to answer any of my questions.
COVID VACCINE The service was very good, felt at ease, no problem. Thank you.
COVID VACCINE Very polite and informative.
COVID VACCINE Was good service all round.
COVID VACCINE Covid jab is good news for everyone on any given day. Thank you.
COVID VACCINE All good. Good service.
COVID VACCINE It was quick.
COVID VACCINE
COVID VACCINE Happy I've got the vaccine and got it out of the way.
COVID VACCINE
COVID VACCINE Well happy with the vaccinator, she was good, # real good and the woman who talked to me and explained what was going on. Thank you.
COVID VACCINE Just so I don't get it, the staff are very good :)
COVID VACCINE Very nice, made me feel very comfortable and very helpful.
COVID VACCINE I was unsure of the vaccine, but the staff reassured me and made me feel safe and well, gave me information regarding the vaccine and very painless :)
COVID VACCINE I am very happy with whats happened!
COVID VACCINE Not at dinnertime.
COVID VACCINE I was OK



COVID VACCINE It was OK

COVID VACCINE Everything was fine. I received enough info and understood everything and it was painless.

COVID VACCINE The staff caring and very polite to myself, thank you.

COVID VACCINE Everything was OK and staff were helpful and professional.

COVID VACCINE It was quick and pain free. I would recommend it to others.

COVID VACCINE

COVID VACCINE

COVID VACCINE Quick and no bother.

COVID VACCINE It was great and staff was really nice. x

COVID VACCINE Quick and painless.

COVID VACCINE Nurses were excellent on giving me the vaccine today.

COVID VACCINE

COVID VACCINE

COVID VACCINE Well explained what was going on. felt very comfortable.

COVID VACCINE It went alright.

COVID VACCINE A good wake up call.

COVID VACCINE Very quick, thank you.

COVID VACCINE Very quick.

COVID VACCINE It was clearly explained and easy to understand. The injection went smooth and with care.

COVID VACCINE

COVID VACCINE Informative

COVID VACCINE It did not hurt and it is better to be safe than sorry.

COVID VACCINE Been fine.

COVID VACCINE They were very reassuring and it was quick and easy.

COVID VACCINE Quick and effective.

COVID VACCINE Good experience, didn't hurt.

COVID VACCINE Nice and friendly.

COVID VACCINE Very polite and informal.

COVID VACCINE Very good.

COVID VACCINE Nothing to be honest.

COVID VACCINE OK, useful.

COVID VACCINE just re-assurance that Ive had the first one.

COVID VACCINE Had a jab, was good for me to have it to keep me safe.

COVID VACCINE It was decent and the nurse was informative.

COVID VACCINE Very good

COVID VACCINE I thought service was really good.

COVID VACCINE Everything was OK

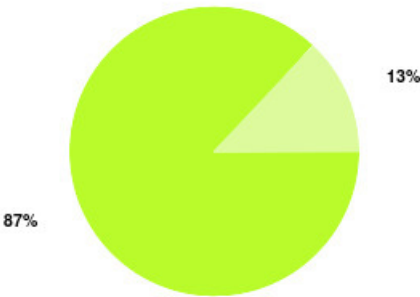
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Pulmonary Rehab Summary

Number of responses: 23

Experience	Amount	Percentage
Very good	20	86.957%
Good	3	13.043%
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	23	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 comprehensive initial assessment. I thought perhaps the anxiety/depression questionnaires were a bit long - would have preferred paper version. Also, it would have been useful to learn more about the pulmonary rehab programme and perhaps talk more about lung health. However, very happy to chat with Nikki.

Physiotherapy - I found the video very helpful, and will continue to exercise weekly as it improved my breathing a lot.

Physiotherapy - Sue - Excellent information, can't thank this service enough.

Physio - Did it from home but would rather do it from Jean Bishop Centre.

Nurse initial assessment.

Excellent DVD. Mark always rang on time, doing it at home was better than him having to travel to a centre. He was more relaxed.

What was good about it was all the educational booklets that made me understand my condition much better. It was good that staff exercised with me, I found that really helpful and more enjoyable. You are doing a brilliant job under the circumstances. Exercising over the telephone is better than nothing at all.

It is good that the service is still being provided, despite all the challenges. It's a great alternative the Virtual Pulmonary Rehabilitation. I think the staff are wonderful. I hope we may be able to participate again.

Was absolutely brilliant when you consider it all have to be done over the phone. My physio was very caring and understanding of my condition; could not have been more helpful. On a personal note, she was a very nice lady and explained everything 'step by step' that I could understand.

I found it helped me feel though I could do the exercise, with the encouragement I received on the phone from the nurse, who was always cheerful, and encouraging me to carry on and ask about my health, and if I had any problems. Found the more I did them, the exercises did help me get about more. Thank you very much.

After initial visit all exercises and check up procedures are done from your own home.

Had no face to face contact, all contact via telephone or mail/ I followed the DVD, stayed active, stayed well and feel an improvement.

I love everything about it, the app is great. Very informative, the exercises really get your lungs working and phone calls every week are brilliant.

I enjoyed it. I feel a lot better. Glad I did it and will keep doing it. Nothing should be improved.

I enjoyed the video and will continue to use it from now on. Hope to improve using heavier weights; good DVD.

Jean Bishop ICC - It has improved my breathing a great deal.

Found the strength exercises very good but had trouble with the aerobics (out of breath). Will continue and see if it improves. Found telephone conversations with Debbie very supportive.

Very useful and informative. Many different tiles to choose from and access.

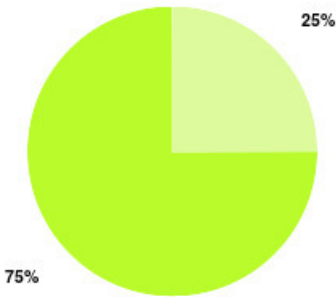
Jean Bishop ICC

Pulmonary Rehab (East Riding) Summary

Number of responses: 12

Experience	Amount	Percentage
Very good	9	75.000%
Good	3	25.000%
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	12	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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



## Comments

Patient believes there is always room for improvement with any public service. He has gained knowledge of his complaint and finds it has been beneficial to his everyday life. Staff were friendly and informative and I enjoyed the exercise sessions.

With the support and motivation of my rehab professional (Sue Moore). I have improved very much over the last 6 weeks. I feel much better and can breathe so much better, with much more energy. So I don't think it could be improved at this time.

I feel a lot better since doing the exercise program and I now do exercises every night.

I feel the COPD app has given me a lot of helpful information from the education talks and I feel my breathlessness is better after doing the exercises.

Friendly and supportive nurse who was very professional and knowledgeable

Obviously if it were a face to face service to make it more personal but understand why that is not possible at the moment. It has been nice to know that someone who understands is there. It has been good and most welcome.

Actual Zoom appointments good. Totally excessive paperwork and 3 phone calls prior to any exercise taking place. Waste of resources. Paperwork must be consolidated to encourage patients to read it and act upon it.

Enjoyed the 2 x weekly telephone exercises sessions and therapist assistant / trainee physiotherapist were friendly, efficient and informative.

I found the exercise program very good, the weekly support call gave me the encouragement to continue and exercise each day. I have found the exercises have greatly helped with my breathlessness. The service is brilliant even though due to current times it is over the phone but I feel would be better in the future once face to face again from a social aspect.

Everybody in the Pulmonary Rehab. East Riding Team have always been very friendly, very helpful and extremely thorough. Informative on doing exercises correctly and enjoyed the social aspects of the face to face meetings. Enjoyed the virtual exercise programme and will use this useful tool to carry forward in her every day life. All in all patient was very satisfied with the service.

Sue - The nurse is always very pleasant, informative and helpful. She helps put me at ease.

Rossmore Stroke Beds Summary

Number of responses: 0

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

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

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School Health + 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 was shown new methods to try other than the basic ones everyone recommends. I felt like she (Vicky) was listening to me and actually understanding me.



School Nursing Summary

Number of responses: 1

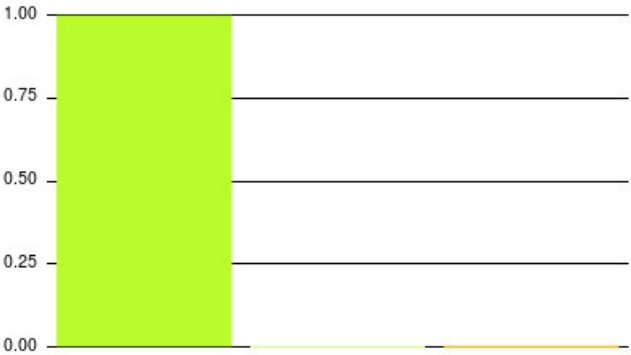
Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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

School health plus - Vicky. That they are there for me and can properly understand me unlike some other people. and they are there for if you have any problems or that.

School Nursing - PHSE Summary

Number of responses: 0

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

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

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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%

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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%

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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%

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

Number of responses: 17

Experience	Amount	Percentage
Very good	17	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	17	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

Driffield - Lovely staff

Driffield - Excellent staff, very welcoming. Felt very at ease. SO very happy with advice provided and level of care. Professional and all staff deserve a medal offering this service through such tough times of Covid. Well done girls! Keep up the good work!

Driffield - Very friendly and helpful.

Driffield - Excellent service, fully understood what was happening. Nothing to be improved.

Driffield - Brilliant service.

Driffield - Very helpful and friendly. Thank you :)

Driffield - Helen was so friendly and made me feel very at ease - this made the experience very positive and ensured I had all the information needed! Thank you Helen!

Driffield - Helen, so professional and helpful. Made me feel so comfortable! Full of knowledge and a fantastic nurse. Thanks for letting me come in! You're all lovely and thank you for what you do. x

Driffield - Lovely lady. Made me feel very comfortable.

Hessle - Felt like a very safe and calm environment. Made sure to cover all information.

Hessle - Brilliant service, so quick and easy. Friendly staff. Thanks :)

Goole - Great conversation and made me feel comfortable.

Driffield - The nurse was extremely welcoming and friendly. Explained everything clearly. Was gentle and professional. Thank you.

Hessle - She was understanding and put me on the best path. Nothing to improve.

Driffield - The staff are lovely and very accommodating.

Nothing I would change. Appointment time kept and everyone was very friendly; would recommend.

Driffield - Quick and easy service. Happy chatty ladies.

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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%

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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%

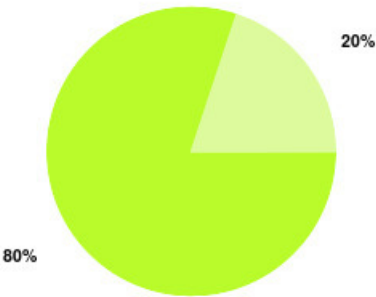
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Sexual Health - Outreach (Hull) Summary

Number of responses: 5

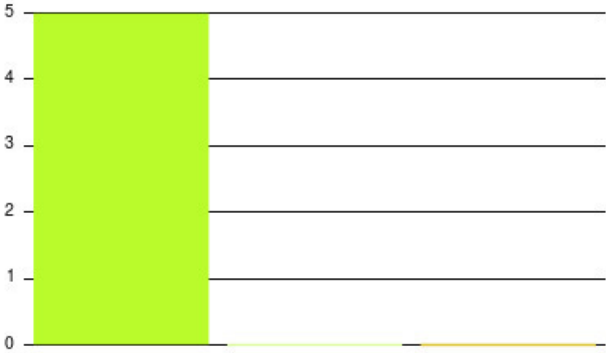
Experience	Amount	Percentage
Very good	4	80.000%
Good	1	20.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

Excellent communication, personable and knowledgeable - felt like I could ask anything and be treated with respect. Always a lovely day out! Ha ha! :)
Very good. Friendly staff.
When I first came here, I was very nervous but the nurse makes me feel comfortable.
Good service and relaxed. Feel comfortable getting the contraception I get.
Nothing should be improved, everything is perfect. What is good about the visit is that they help you out.

---

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%

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Sexual Health - Unplanned Pregnancy Service 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

My experience was incredible, the staff worked so hard to support me through the process and couldn't have been more professional and caring at the same time.

Nice staff :)

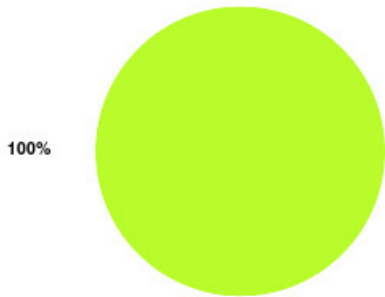
Everyone I spoke to was so helpful, understanding, caring and compassionate. Lesley on the phone and Kay when I came in. Made me feel better about my situation, that I was making the right choice.

Sexual Health - Vasectomy (Hull) 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





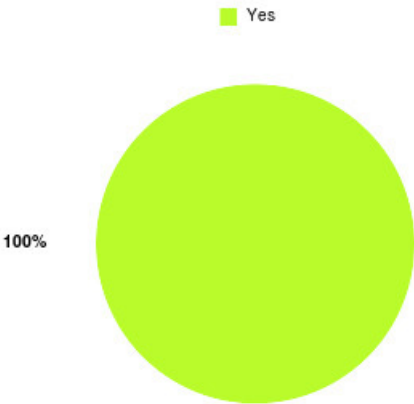
Comments

Dr Alli, Tonian & Michelle - Very friendly and polite staff. Really nice people.
Dr Alli, Tonian & Michelle - Operation was 100% and nothing to improve.
Dr Alli, Sarah & Tonian - Very quick and painless.
Dr Alli, Tonian & Michelle - How welcoming everyone was and understanding. Did an amazing job taking your mind off the procedure, thank you very much.
Dr Alli, Sarah & Tonian - They were great.
Dr Alli, Michelle & Tonian - Very happy with how it went, felt very calmed with all the staff; great job!
Dr Alli, Sarah & Tonian - Staff
Dr Alli and Michelle - Very funny, good music. Free sweet to improve.

Additional Questions

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

Answer	Amount	Percentage
Yes	5	100.000%



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

Number of responses: 0

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%

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Sexual Health - Women's Health (Hull) Summary

Number of responses: 1

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

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



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

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



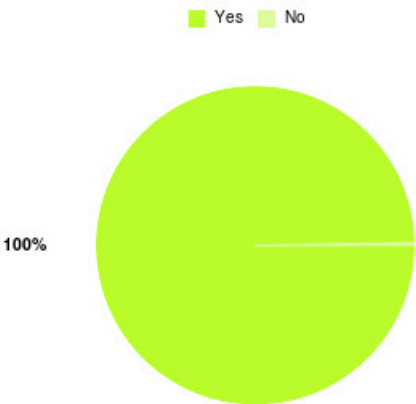
Comments

Doctor was lovely and very understanding.

Additional Questions

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

Answer	Amount	Percentage
Yes	283	99.648%
No	1	0.352%



Smokefree (Knowsley) Summary

Number of responses: 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%

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Smokefree (St Helens) 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 have been to the service a few times and never got passed a month of not smoking , I have to say with a phone call every week has kept me focused and motivated to keep it up, Sandra is my advisor and I have not smoked now for over 6 months . I think the telephone service is the way forward. I have found it has fit in with me much better and Sandra seems to know when Im struggling as always seem to get a call off her when I am tempted, and she has helped me a lot and keeps me going

Wonderful service and excellent staff I haven't smoked for 6 months and still cant quite believe I have done it , I still want one but Sandra gives me a call just to see how I'm doing and to keep me on my toes and focused on staying smokefree. Such a good service and so easy to get your products from yourselves. Keep up the great work everyone in these testing times and thank you Sandra for keeping in touch and getting me quit

Wonderful service I couldnt be happier . I have not smoked now for over 6 months and that is down to the help and support of Sandra she has been amazing. When Sandra first rang me I really didnt think I would be able to do it as I have tried a few times in the past, but Sandra made me believe in myself and believe that I could do it and here I am not smoking 6 months later. Thanks you Sandra you have helped more than you'll ever know .

Great service and help every step of the way

Joan Christine's calls have made all the difference it helped me to focus and just talking it out with someone who is just helping not judging is all I needed

I rang a few weeks ago and got a lovely lady named Sue who helped to put me at ease and explain all that joining the programme would entail she certainly knows her job!! I was then booked an appt with an advisor named Sandra who was as wonderful and helpful as Sue, so I had to write to you to compliment you on your staff my experience of Sue and Sandra have been wonderful and so professional thankyou . I am now smokefree thanks to Sandra

# 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

Occ Therapy - Nurses very helpful and explained everything clearly. Maisie was outstanding.

---

Speech and Language Therapy (East Riding) 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

I found your service very helpful. The damage to xxxxx's brain after his strokes was extensive, but they girls did all they could and more besides. He was given a diary to show people what any problems he had, it helped a great deal. All the staff he met were pleasant and very kind. They were a great help in different ways both to myself and xxxxx
ER - Excellent service - kind and considerate.
Staff very helpful. Friendly, and kept me informed and constantly followed up with phone calls. Very impressed with staff.
Helpful, friendly advice and reassurance. Useful literature sent out.
Everything about the visit was excellent. Louise explained to me very clearly what was happening and why and after speaking to her, I have no worries. It was a pleasure to have her in my home. Thank you.
Excellent service. Staff professional, caring and helpful. Well done!
Relaxed and professional.
Felt like all the services I received were positive and I was well cared for.

Speech and Language Therapy (Hull) Summary

Number of responses: 7

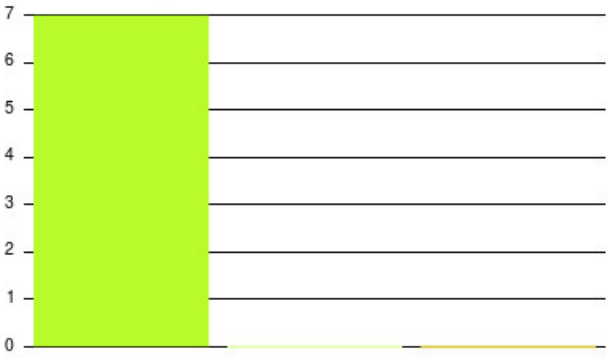
Experience	Amount	Percentage
Very good	7	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	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

Excellent service, kind and considerate.

Very helpful and respectful of situation we are in. Extremely sympathetic and courteous. Gave xxx time and reassuring. Very professional and knowledgeable.

Therapist, Sophie Baxter, friendly and supportive enabling my mum, despite communication difficulties, to feel comfortable and at ease during visits. In between visits telephone review allowed us to discuss any developments and or concerns. Level of support and advice given were very satisfactory. Thank you!

I thought it was very thorough and a lot of helpful advice. Doesn't need to be improved.

Very informative and easy to follow - would certainly recommend the therapist Louise. Thank you!

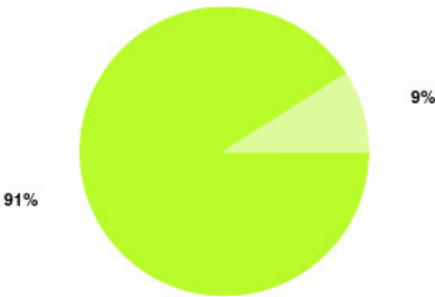
I felt it was good to talk to someone about my Parkinsonism .. and Sophie was very relaxing, and reassuring with positive thinking on my behalf.

Stroke Team (East Riding) Summary

Number of responses: 11

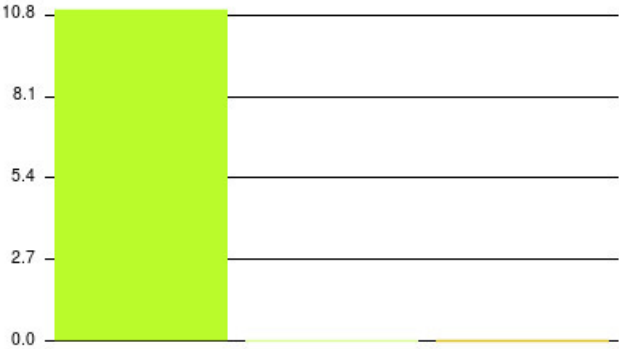
Experience	Amount	Percentage
Very good	10	90.909%
Good	1	9.091%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	11	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

Rachael (Pymer) was so caring, nothing was any trouble to her; made us feel she cared. Very efficient at her job. Just a pleasure to have had her in our lives for a short time, and nice to know we can ring her for help and advice anytime. Wonderful lady.

ER ESD - All practitioners were helpful and committed. I was very impressed. Thank you.

ER ESD Team - Constant consideration of possibilities appeared uppermost so far as necessities were concerned, as evidenced by the ultimate provision of the shower stool which proved to be fitted to the wall but is loose in the shower, nonetheless it has proved to be more than adequate and is very acceptable, thank you.

Sarah Whittaker has been supporting my father since his stroke last year. He has always spoken very highly of her. Thank you for your care and support.

Swanland - Tracy Webb - Tracy was a great support when I came out of hospital, giving me advice and comfort and knowledge of what to expect. This helped me and my husband come to terms with what had happened. it was comforting to know that someone was at the end of the phone during this anxious time.

Goole - Tracy Webb - I have met with Mrs Webb on several occasions and I have always found her to be very professional and understanding about my condition. I feel that the support given by the department is of the best quality, but is understaffed for the area (geographical and emotional) covered.

South Cave - Tracy Webb - I look forward to Tracy's visit, she is very professional. Apart from all the health checks she has to do, all aspects of my recovery from my stroke she covers. I cannot think of anything that required improvement.

Juliet Rutherford, Laura Lidster and Rachael Pymer - Very helpful and reassuring, looked forward to their visits.

Tracy Webb - Always listened and had time to listen too. Very nice, polite and knowledgeable.

Every visit has been professional, Covid rules adhered to at all times. Puts patient at ease and explains everything so I understand clearly. Shows compassion and always lets me know when visiting, no need for improvements. Excellent service, well done!

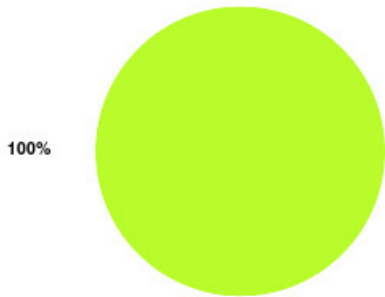
Goole - Tracy Webb - Friendly and very helpful during a worrying time.

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

Nikki is an excellent nurse, makes me feel at ease as I am a very nervous person and she is a very understanding person. The service from Nikki is outstanding. Keep up the great work CHCP.
The visit by Nicola Longbottom was excellent in all aspects and keeps our faith in the NHS intact and cannot be improved upon! She is the Head Stroke nurse in Hull.

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**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%

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Tier 3 Specialist Weight Management (SH) 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

Great Consistency and communication on and between appointments can't fault the service I've received

When I think about were I would be without your support it is scary. Unlike what I've tried in the past I have been able to stick to it, and I feel I can stick to this forever. Im organising my food now, enjoying my meals, feel better in my self, my body is changing, my clothes fit better, I can run up the stairs now, my mental health as improved, people who have been critical of me in the past are now commenting positive things, I feel more confident....the list goes on. Knowing I have support from you really helps and encourages me to keep on track. I don't talk to many men due to the past but I feel really comfortable with you. Thanks Jordan, you are a star

I have been in service for a long time but am now happy to have been referred for my surgery. I appreciate everything the service has done for me and Jordan especially since he started to support me. Thankyou

Treatment rooms (ER) 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

Annual diabetic MOT carried out by Debbie. Very efficient, very thorough and very kind with it. Couldn't have been more helpful.

Withernsea - Nurse Debbie was incredibly caring and patient. Overall a wonderful experience from a routine check up. Thank you.

Withernsea - Nice and friendly staff. Nothing.

First time at this hospital. Congratulations to the staff. This was the best diabetic examination I have ever had. Top notch. Keep up the high standard and excellent work.

Debbie was very thorough and I can safely say it was my best ever diabetic consultation.

Nothing to improve. Service was very friendly and helpful and explained everything to me.

Debbie Organ who did my annual diabetic health check was very kind and friendly, she made me feel at ease. She explained everything she was doing and why. If I had to go again I would, knowing that I had nothing to worry about. It was so professional and thorough.

Withernsea - Attended the treatment room at Withernsea for my diabetic annual health check with Debbie which was very thorough and very detailed. Very good.

Withernsea - Debbie asked all the right questions and made one aware of the procedures that she was going to do.

Debbie was really excellent, wonderful examination. Thank you.

Withernsea - Friendly staff, nurses were brilliant; cannot fault anything. I think they called the nurses Debbie & Sue.

Hornsea Cottage - Fast, efficient and friendly service.

Withernsea - Was seen by Debbie for my annual diabetic health check at Withernsea Treatment Room. Very professional, polite and made me feel at ease.

Attended for my annual diabetic health check. Everything was explained step by step by Debbie.

Debbie - Excellent service carried out by a very pleasant member of staff.



Treatment rooms (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

Elliott Chappell - Everyone has been lovely. I shall miss my visits.

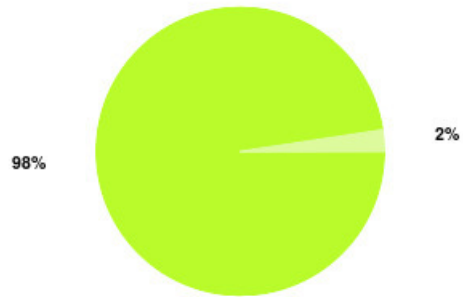
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Vaccination Centre Summary

Number of responses: 121

Experience	Amount	Percentage
Very good	118	97.521%
Good	3	2.479%
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	121	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

Can't really fault it, everyone was very helpful and set me at my ease,. When I felt a bit wobbly after my jab, the nurses looked after me and made sure I was okay before I left.

I was surprised that my husband was allowed to come with me and wait outside the cubicle while I had my vaccine.

Very well organised, very friendly and reassuring, it felt safe.

Visited Hull City Hall on 20th March for a vaccine. Absolutely fantastic service. I was incredibly anxious and nothing was too much trouble. I was allowed my father to accompany me and despite my panicking, I was treated with utmost dignity and respect. Thank you.

Excellent care and friendly

Efficient and friendly

No improvement needed Good staff brilliant thank you

Everything was excellent from booking online to arriving, being guided to the nurse, questions and appropriate time spent doing so, the vaccine itself, keeping their eye on me for 15 mins after! Superb! Thank you!

Very informative about vaccine and side effect also welcoming putting you at ease well organised for the vaccine

Very caring

Very professional, well organised, approachable and friendly team who were courteous from start to finish.

Very quick, in and out. All staff members made me feel very comfortable and explained everything very clearly. The vaccine itself didn't hurt at all. No improvements to suggest.

I have had my Covid-19 vaccination this morning at the City Hall in Hull. What a privilege it was! I can't thank the NHS, the staff & the volunteers enough. The organization was incredible. It worked like clockwork. Not once did I feel unsafe. The staff & volunteers were cheery, friendly & so very organized. Every chair was sanitized, everyone was socially distanced & the nurse who gave me the vaccine couldn't have been kinder. I wouldn't have changed a thing. It made me very proud to be in Hull & incredibly lucky to be a part of this immense task of vaccinating the whole country. Thank you from the bottom of my heart. You are ALL WONDERFUL & I am so very grateful!

Extremely well organised, everybody from beginning to end friendly, helpful, efficient, reassuring - all knew exactly what they were doing... Hard to think of anything that could be improved! Tea and biscuits?!! You need an 'outstanding' or 'excellent' tick box above the 'very good'. A brilliant experience - credit to every single person involved, including those working behind the scenes to facilitate the whole process.

Friendly staff who took the time to care

TODAY EXTREMELY IMPRESSED BY COVID' VACCINATION CENTRE IN CITY HALL. HUGE THANK YOU TO \*\*EVERYONE\*\* INVOLVED.

Extremely efficient service. Staff very friendly. Process and potential side effects clearly explained.

Very friendly , kind staff and volunteers who put me at ease and helped me find where I needed to be .

Thanks to Amy and Lisa who vaccinated me today very polite and professional thank you

Everything was perfect

Very well organised and smoothly operated - the staff kept everyone moving so progress seemed quite fast. Your feedback poster was only seen towards the.exit - may be better to have more posters if you want more feedback.

Friendly. Efficient.Safe.No problems at all.

I couldn't feel the injection. The staff are informative, helpful and friendly.

Very clear in regards to the vaccine and side effects. Volunteers and admin staff were all very polite and helpful too along the process.

I'd like to thank the entire team of volunteers and professionals on a job well done. From the check in procedure to the delivery of the vaccination I felt completely secure and in the best hands. Well done NHS and local services, very pleased!

Everything was perfect and all the staff, team, stewards were lovely. All clearly explained, any questions were answered precisely and the organisation was faultless. Thank you

Amy , Louise very informative and kind all staff on site very helpful

All of the staff, from those on the Ford to the person administering the injection were efficient and polite. The two people giving/overseeing the injection were very informative.

Very well organised and seamless experience. Well done!

Excellent service. Everyone was polite and friendly, well directed, efficient. Well done. First rate service. Thank you. I am delighted to be receiving my first vaccination.

The staff were all super friendly and chatty and were having lots of fun which really relaxed me as I was quite anxious, were very patient when I went a bit wobbly

Very polite people and a very well organised system, well done and thank you

Very well organised extremely impressed with all aspects .

Super organisation, not long waiting and Sue, was brilliant at making me feel at ease as I am not good with injections!

Personal very polite and helpful making sure that all kept to rules of social distancing..

Very good all round from start 3

Excellent experience, efficient and well managed. Staff extremely helpful and friendly. I felt very relaxed through the whole vaccination event

Efficient

Very well organised, clean, plenty of appointed individuals to direct / help, reassured, great venue.
Very friendly staff, very quick, in and out. Lovely nurses did my vaccine
Safe abs very well organised
Its is run very efficient, all staff members and volunteers are very welcoming and friendly.
I was late, everyone was very friendly and accommodating. Lovely staff from start to finish.
The whole experience was very good, friendly and helpful.
It was so well organised and all the Centre staff were friendly and welcoming. The only thing that could be changed would be that the times and order people actually sit down by the vaccination booths be noted. I waited 45 minutes (not that I minded) and watched people walk into the Hall, sitting for a few minutes and be given their vaccine ahead of others who had been sitting fir 20 minutes or more. Otherwise my experience was very positive. Thank you.
It was so well organised and all the Centre staff were friendly and welcoming. The only thing that could be changed would be that the times and order people actually sit down by the vaccination booths be noted. I waited 45 minutes (not that I minded) and watched people walk into the Hall, sitting for a few minutes and be given their vaccine ahead of others who had been sitting fir 20 minutes or more. Otherwise my experience was very positive. Thank you.
Excellent and friendly - well organised, quick and easy. Everyone helpful and lovely venue at City Hall! Many thanks for looking after your IAPT workers.
Very friendly. Reassuring. First class.
Very well organised and safe
The service is extremely well organised. The vaccination and side effects was explained and delivered by lovely kind lady called Kiera. Keep up the great work
easy and efficient service with very helpful friendly staff
Very impressed with how well organised this was. Clear instructions on where to go and what to do each step of the way. Thorough questions asked & vaccination process clearly explained. Painless & over in a few seconds. Expected long queues but in and out within 30 mins. Totally stress free. Thankyou & well done !
The entire process (which took around 7 minutes from being greeted at the door) was superbly organised, thorough and brilliantly managed. Everyone I met was friendly, professional and reassuring . Many thanks to all involved in the process of developing and delivering the vaccine - an astounding achievement . Xx
Excellent service pod 7 Tracy and Adam was very helpful, reassuring and excellent service
The nurse and fire fighter where excellent
Everything was organised very professionally.
Very well organised.
Every single member of staff was informative and polite.
Excellent organisation lovely staff
Fiona and Vicky were fantastic
Fab staff well organised. Thank you
Amazing staff
All the people were friendly and polite, this make the experience a little less we've wracking. Also was in and out very quickly l.
Well organised Lovely staff
Very efficient, quick and most of all, friendly. Thank you to everyone, I feel as if a great weight has been lifted.
Polite knowledgeable staff
Nurse and fireman very good
Dan was amazing , also nurse was amazing
A little bit disorganised is all.
Excellent experience. Very friendly people who made you feel at ease. I could not fault anything about it. I am very thankful of all the people making this vaccine programme possible.
Fast and efficient and friendly staff
Fast efficient and friendly staff
Staff really helpful and it was a really great experience and lovely to a carer
No waiting Straight in and out fantastic advice
All staff and volunteers were fantastic.
Quick and efficient, all staff very friendly
Organised and friendly and professional
It was quick, efficient and painless
excellent service Thankyou
All very well organised ,with very pleasant staff No improvement needed,well done.

Simple, easy, quick, straight forward, well organised.
It was professional but friendly. And felt efficient. It would have been even quicker if the patients had been prepared i.e. the young lady in front of me had attended in a long sleeve jumper so had to be then moved to a enclosed cubicle to complete the vaccination
Everyone was very pleasant and helpful. Great system and brilliant staff all round
From arriving at the vaccination centre (Hull City Hall) to leaving it, absolutely all of the staff involved in any way in the mass vaccination process were courteous, friendly and helpful. As I worked my way through the system I was either pointed to my intended next port of call (short distances of, say, 5-10 metres) or personally escorted over longer distances. The venue was sufficiently large and airy to allow social distancing and the one-way system ensured that people were not crossing each other's paths. I came out feeling that I was 1) valued 2) pleased to have taken part 3) never in any danger and 4) overwhelmed by the care and friendliness shown by all those working at this vaccination centre. Thank you to all those staff that I met or observed on this visit.
Volunteers extremely kind and efficient. Timely service process. Mike the vaccinator kind and efficient.
I had to wait 35 mins before having the injection and would have ideally liked to have a reduced waiting time. Other members of the public arrived after me and received their injection before me.
Extremely well organised, cheerful friendly atmosphere. Thank you all.
Very well organised and friendly, felt very safe.
Brilliantly organised Everyone fantastic from arrival via checkin, great nurse Kate very professional and friendly and all the volunteers amazing

# 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%

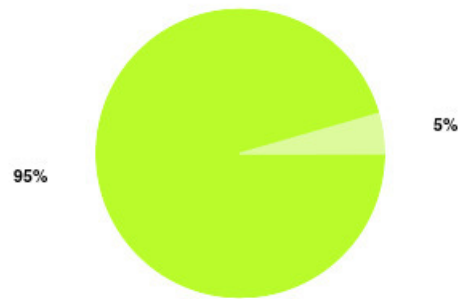
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Volunteering (SH) Summary

Number of responses: 22

Experience	Amount	Percentage
Very good	21	95.455%
Good	1	4.545%
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	22	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 group are great. They are friendly, supportive and helpful. You can have a short chat or a long chat. They are caring when you are not well and are truly glad when you feel better. A rally good bunch

This group made me feel very welcome when i first joined. There's always someone to talk to even late at night. This group has helped me to come out of my shell a little. The team have been brilliant too

This is a lovely group. We are all trying to cope the best we can and give each other support when needed. Its good to have someone to talk to and be friends with

Peter you have been a ray of light during this time. Even when you weren't shining your brightest you always emitted hope love and energy. Thank you for all you do xxx

It is 12 months since the start of covid. We came together to help and support one another. You are all to be congratulated on all you have done. Together remain strong and positive we will all look forward to the future. Till then, well done!

A special thanks to Beth and Norma you both have done brilliantly. Your support have been first class!

Well said. i love this group and they have been my support

Ahhh that's lovely! I second all that you say. Thank you everyone! xx

Tomorrow is the twelve month anniversary of lockdown and I would just like to give my heartfelt thanks to Peter and the members of the group who have held my hand through the good and bad times, liberty is nearly here just a few more months then I intend to hug you all. Thank you everyone xx

I wanted to say how much i enjoy going to the face to face group as well as the whatsapp group. I want to thank the volunteers for all they do for us the coffee and chat group has helped me to meet people. It's so good to see their faces and I'm glad to be talking face to face with people. The group breaks the week up for me.

I attend the virtual coffee and chat on MS Teams. It's really good. It has built my confidence so much that I have managed to get a job.

Hope everyone is well. Heard nice things, glad to be here :-)

I want to thank Beth for putting a link on our group chat about the vaccine. It was very useful and stopped my worrying as I'm due to go and get it.

Superb! Thanks Mel for talking me through the set up and for listening when I needed it. Bless you love

Only 5th week on MS teams chat: Just scoping it out and getting to know some characters My confidence is getting there I'm not forced to participate but I am acknowledged which encourages me to participate

6 months on MS teams chat: Where have the 6 months gone? Only constant in my life seeing some lovely faces LOVE talking about Music and memories Thanks to the volunteers who make it feel so relaxing

3 weeks on MS teams chat: Welcoming Non judgmental Can't wait to meet face to face Only downside you have to make your own coffee PAH!

7 weeks on MS Teams chat Always positive Helps me to offload Distraction Learning Confidence building

6 months on MS Teams Chat Grown in confidence Met new friends Feel less isolated Never missed a group Always fun

"It's really amazing! Mel is really understanding, the group is great, and you aren't pressured to message if don't want to. I'm very likely to recommend it, the communication with yourself the people on the group, the volunteers, everyone has been amazing and so welcoming".

Beth helped me, she talked to me privately because I was overwhelmed with the big group, she was kind

Weightwise Summary

Number of responses: 0

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

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

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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%

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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%

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Wound Clinic (Beverley) Summary

Number of responses: 0

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

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

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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%

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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%

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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%

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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%

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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%

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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%

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Wound Clinic (Withernsea) Summary

Number of responses: 0

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

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

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