

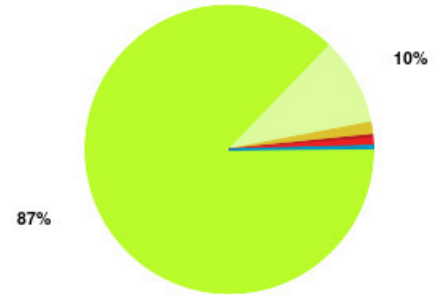
Monthly Report April 2021

Overall CHCP CIC Summary

Number of responses: 1003

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 874 | 87.139% |
| Good | 98 | 9.771% |
| Neither good nor poor | 14 | 1.396% |
| Poor | 4 | 0.399% |
| Very poor | 8 | 0.798% |
| Do not know | 5 | 0.499% |

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



| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 972 | 96.909% |
| Very poor & Poor | 12 | 1.196% |
| Neither good nor poor & Do not know | 19 | 1.894% |



Active Recovery Beds - ER Summary

Number of responses: 0

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

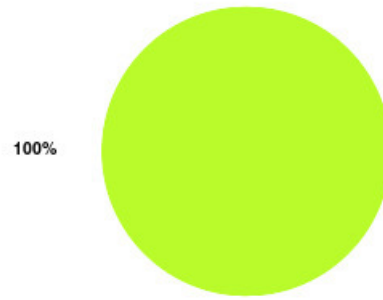
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Anticoagulation Summary

Number of responses: 1

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

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



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



Comments

Tracy Cundill - nurse very supportive and considerate. Punctuality fantastic. Service great. No complaints.

Beverley UTC Summary

Number of responses: 0

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

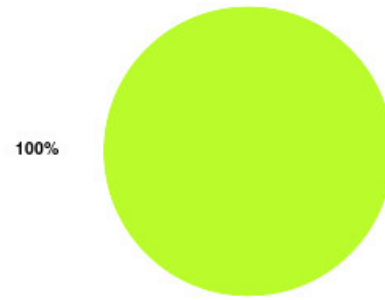
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Bladder and Bowel (East Riding) Summary

Number of responses: 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

the decaf drinks have done a lot of good, very good service im not going as much as I used to go, Sarah was very helpful and caring throughout my treatment nothing could be improved

Its reassured family that there is nothing seriously wrong with their mum and the advice given has really helped as the carers are now toileting mum and mum is now eating breakfast and eating more lunch and dinner as she was reluctant to eat much due to wetting and soiling her pad What could be improved.- Was referred in December and didn't receive the pads until March

Krista was very friendly and helpful, she explained things well and broke everything down. I found the visit positive and Krista was lovely. 10 out of 10
Rebecca Blakeston - senior care

A very friendly service, I complied with the treatment the nurse Sarah was doing her job as she managed to treat my overactive bladder and bowel, I am not going to pass urine every hour on a night only getting up twice now which is a lot more manageable and sometimes I can go through the whole night. My bowels have also calmed down making my quality of life so much better. Nothing to improve

Good experience all round, managed to get me dry, by talking through a few things, I didn't realise I needed to drink more fluid in order to make my bladder work better, Sarah was very helpful No we wasn't waiting at all in clinic, a very good worthwhile service myself and my husband was very impressed

I felt a lot better when I had somebody was behind me. Sarah was very attentive to my needs, I am not having wetting episodes as I was, getting up only once now during the night making me feel less tired in the daytime, thank you

Bladder and Bowel (Hull) Summary

Number of responses: 0

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

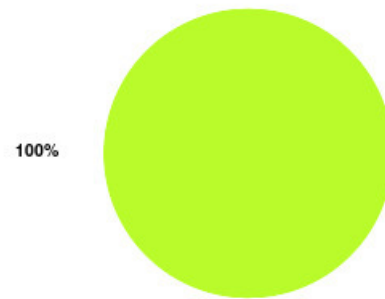
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Bridlington UTC Summary

Number of responses: 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% |

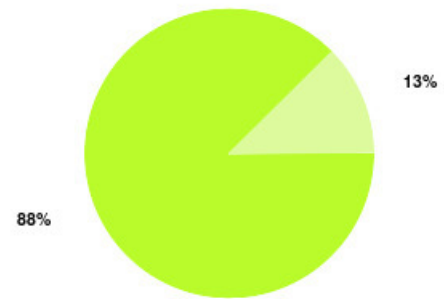


Cardiac Rehab (East Riding) Summary

Number of responses: 8

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 7 | 87.500% |
| Good | 1 | 12.500% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

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



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



Comments

I found the appointment informative and useful. The 'safe home exercising' document was helpful as was the Borg scale. Vasilios always called punctually and was always helpful and considerate. My activities are constrained by vertigo and nerve/muscle problems in legs.

Physiotherapy - Excellent. I like the fitness video. Just my level and enjoyed 3 times a week. Impressed that I was contacted each week to discuss my progress. I will continue with the exercising/monitoring after 8 weeks.

Physiotherapy - Friendly, compassionate and motivating.

Really enjoyed the experience and you find it more enjoyable when you are with a club. The staff were so friendly and helpful, even with the Zoom lessons. Very good.

Telephone - very comprehensive, helpful and sympathetic discussion with cardiac nurse. Thank you!

Physiotherapy - telephone conversations (weekly) with Baz were helpful and encouraging - best we could be in Covid circumstances. Video exercise program was not very helpful/appropriate - it was repetitive - the music at best was annoying and at worst nauseous.

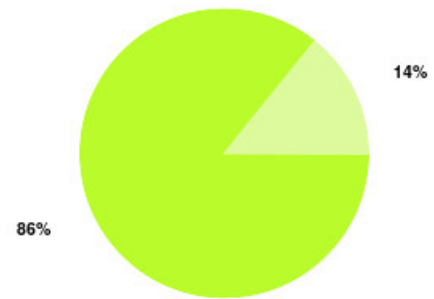
Very friendly and informative nurse who explained everything and provided good advice.

Cardiac Rehab (Hull) Summary

Number of responses: 7

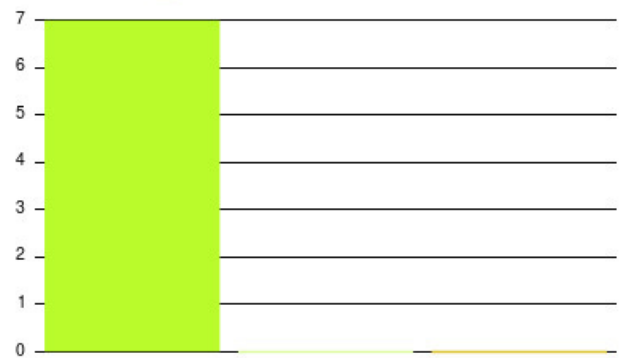
| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 6 | 85.714% |
| Good | 1 | 14.286% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ 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

Telephone consultation due to Covid 19. Excellent advice and support. Covered many aspects of recovery including: exercise, eating well and wellbeing. Felt supported and not alone.

Katie Murray was excellent - had some knowledge of all my 3 operations and explained over the phone all issues I had and could experience (for a whole hour) - arranged to see me for BP and blood tests with my doctor (that was so efficient). Thank her for me.

Katie - telephone conversation although very good. You cannot beat a one to one , face to face. You can also do minor tests, blood pressure, test heart beat etc etc. You can not do any of these on the phone, in some cases it's got to be guess work. I know with Covid it has been very difficult.

Had a good talk with the nurse about the service and my condition. The nurse was clearly experienced and knowledgeable and was able to explain things in detail in an unhurried way. Her whole approach gave one confidence regarding the informatio0n and advice given.

Katie - Friendly, concise and informative. Thank you.

Physiotherapy - Everything was done over the phone and it was a very good service.

Katie - Telephone call was very good.

Care Co-ordination Hub (247111) Summary

Number of responses: 0

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

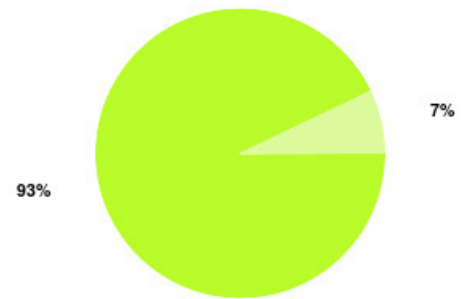
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Carers' Information and Support Service Summary

Number of responses: 28

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 26 | 92.857% |
| Good | 2 | 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 | 28 | 100.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |



Comments

My initial appointment had to be cancelled by myself at very short notice due to family commitments. I was pleased to be offered another appointment at a later date and time that was convenient for myself as well as compatible with my caring role. My carers assessment was undertaken by Rebecca Flanagan. She allowed me plenty of time to talk about my role as carer and how this impacts on other areas of life. She demonstrated a real understanding of my situation which enabled me to feel comfortable, talk openly and complete the assessment in a conversational manner. The support and information provided was at the right level and helpful. Thank you!

Reb was very nice to talk to and made me at ease with the questions

The girl/ woman that rang me back was brilliant. I'd had such a traumatic and stressful day and she got the full brunt of it, tears, anger the works. She didn't bat an eyelid and was 100% supportive, listening, suggesting and didn't bombard me with info all in one go. She's calling me back to follow up and let me know of further services for carers. I was embarrassed how I'd taken the call but she was brilliant and a credit to the service. People like this don't come around often and she is an asset to other carers in Hull There are not enough people like this in the system in job roles like this, Hull is so poor generally.

Absolutely everything was superb about my visit and Rebecca was a truly understanding and sweet person that helped me immensely.

Everythings fine. We were offered lots of advice for things we needed but were unable to get anything sorted due to covid and other reasons

I have had great support and advice from Rebecca through the Carer's Service.

I had been meaning to contact the Carers service, but hadn't got round to it, it was only when I was visiting the Jean Bishop Centre on an Assessment day with my relative that someone pointed me in the direction of Dave. After taking details I was made aware of what benefits were available to me.

Dave was very knowledgeable and helpful as I have now become the carer for my terminally ill mum he has made me feel that I am not alone and has given me some really good advice.

Everything was good. The call was made on time and Lindsey was very informative about everything I asked her.

All of the staff are lovely ,and really helpful.

Very informative, polite, and helpful

Lindsey was very helpful today and I felt like she really listened to me. I was feeling very deflated when we first spoke but soon started to feel uplifted and finally felt someone was on my side. thank you Lindsey you have helped me in more ways then I could of imagined.

Acted very quickly in response to my application.

Telephone interview was first class, professional, efficient and friendly.

N/A

Rebecca was very polite, professional and helped me on every step of the of the telephone conversation. She has reassured us that there is also more help out there too in which I didn't know about.

Quick and easy

It' wasn't a service I was aware of untill i had my vaccine and had to fill out the form at my doctors. Everyone has been very friendly and approachable. Very prompt when receiving paperwork ect. Fantastic service

All the staff were friendly, really helpful and extremely polite with all my enquiries. They were all quick on replying and if they weren't quick at replying they would apologise. I couldn't find anything that could be improved.

Very understanding of our situation, clearly advised on everything that required completing to become an approved carer.

Theres nothing i would like to change, the lady i spoke to was amazing and very helpful

Nothing could be improved, it was a telephone call due to the Pandemic. Joanne called me at 9.00am the time the appointment was made a few weeks ago, she explained everything to me and also gave me information to contact Alzheimers support. Joanne was polite friendly and very professional and made me feel at ease when asking the questions which she had to do as I was applying for the 200 pound one off payment as I care for my husband.

Very understanding and helpful information given.

CHPL - Bransholme Summary

Number of responses: 0

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

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

CHPL - Southcoates/Marfleet Summary

Number of responses: 0

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

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

Community Activity programme (SH) Summary

Number of responses: 0

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

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

Community Children's Nursing Services Summary

Number of responses: 0

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

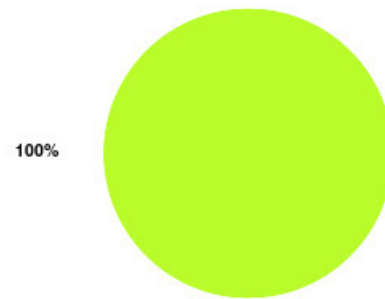
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Community Food Team (SH) Summary

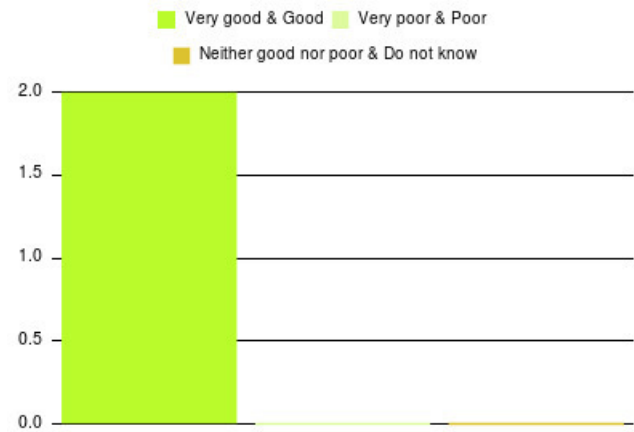
Number of responses: 2

| 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% |



Comments

During the cook and taste I enjoyed learning the new recipes over the past four weeks and from this course we now have a healthier spaghetti bolognese and chicken fajita recipe which i can now cook not only cheaper but tastier too. the deliverer was really clear while delivering and i felt very comfortable asking questions and stopping him when i needed to write something down. i chose not to cook along during the cook and taste program as it would have been more difficult for me to hear what has been said at each step. So as i watched i was writing down each step so i am able to refer back to my notes when i make it at a later day. Overall the cook and taste sessions where great and i now feel more confident in cooking, thank you.

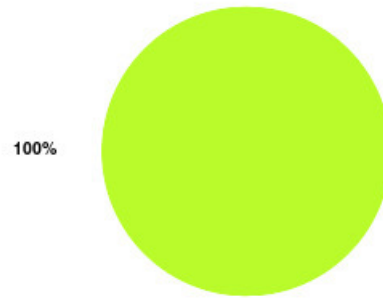
Both staff that delivered fit 4 all school, were great and very well organised. The children enjoyed this.

Community Heart Failure Nursing Service ER Summary

Number of responses: 1

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

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



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



Comments

Goole

Community Heart Failure Nursing Service Hull Summary

Number of responses: 0

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

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

Community Nursing (ER) Summary

Number of responses: 0

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

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

Community Nursing (Hull) Summary

Number of responses: 0

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

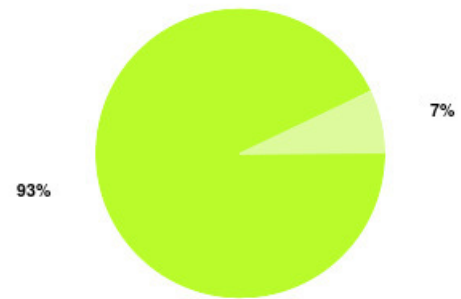
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Community Rehab - Physiotherapy & Occupational Therapy (ER) Summary

Number of responses: 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% |



Comments

Holderness - Having the visits gave me great confidence. Michelle was very kind and gentle, a lovely lady. I shall miss her visits as I am much better now.

Holderness - Anna - It was positive that they helped Mum improve her capabilities to continue living independently after seizures. I would suggest better contact with family members as Mum's memory is poor and their visits and advice to her were quickly forgotten.

Holderness - The team were first rate. They gave me all the encouragement needed to keep going. Their really friendly way made me feel like we were family and I can't ask for anything more; so grateful.

Laura and Tracy - Holderness - Tracy went above and beyond her duties. I hope she gets the recognition she deserves. I have no words to thank her for the service she has provided both in our wellbeing and the equipment she has put in place for us.

Hornsea - Junaid, the physiotherapist was very helpful and had a friendly manner, which put my mind at ease when he visited. We felt very safe and always wearing the proper PPE due to the Covid virus.

Hornsea - Junaid has been wonderful with my husband. He has restored his confidence.

Goole

Goole - Absolutely brilliant, issue identified and appropriate exercises prescribed. Thank you xxx

Goole Hospital - Service was prompt, friendly and informative. Listened to my comments and gave achievable advice. Thank you.

Hessle Grange - Very positive appointment - clear instructions for exercises and further appointment if needed.

Hessle Grange - Welcoming, friendly, Covid safe, willing to answer my questions, easy explanation and demonstration of required exercises provided detailed info and equipment.

Hornsea - Physio visited me at home after I had a knee replacement in Jan 2021. His name was Junaid, he was professional and pleasant, explaining the importance of doing the exercises.

Goole - My service I have received has been excellent - so friendly and approachable and knowledgeable. Would definitely recommend.

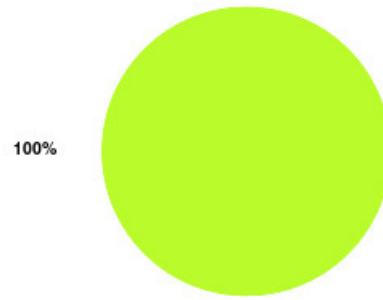
Goole & Haltemprice - I found the service excellent, not only for my physical needs but also benefitted me in my mental wellbeing.

Community Rehab - Physiotherapy & Occupational Therapy (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

Sophia was excellent, so informative. Thank you.

Community Ward (ERCH) Summary

Number of responses: 0

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

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

Customer Services Summary

Number of responses: 0

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

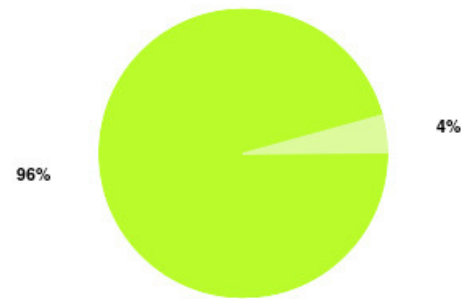
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Deep Vein Thrombosis Summary

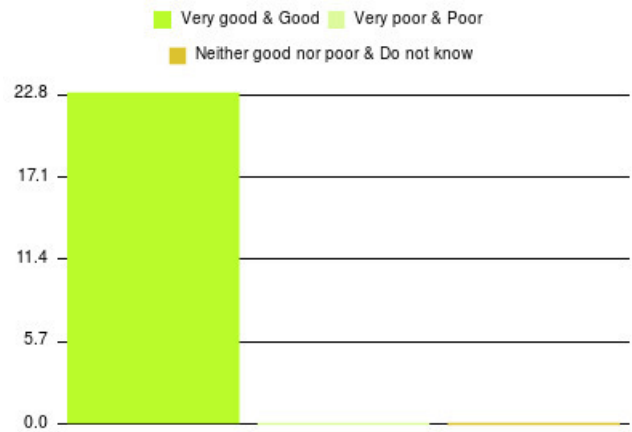
Number of responses: 23

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 22 | 95.652% |
| Good | 1 | 4.348% |
| 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% |



Comments

Lisa and Gill (sonographer). The response was very swift. Staff couldn't have been more helpful and putting me at ease made a big difference.

Lisa - Very caring and understanding and good listener.

Lisa and Julie - The treatment I received was excellent and the staff, from the receptionist and the nurses were welcoming and very friendly. I couldn't think of anything that would have improved the treatment I received.

Lisa and Julie - Service was very good. Staff were very kind and helpful.

Lisa - From me first walking into the building, I found everyone to be so polite, cheerful and helpful. This continued through the scan, and with the talk about the results from the scan. Thank you.

Lisa/Julie - All the staff were very helpful, gave clear information, answered any questions I had. They were very professional and friendly.

Reception, diagnosis, treatment, and after care - all excellent.

Lisa - Listened to. Efficient service from all the staff. Lisa Bailey the nurse practitioner was genuinely concerned, very supportive and checked my understanding ok, and the treatment I received. She was extremely professional. I was seen within an hour of referral from my GP; excellent service. Thank you.

Excellent service. Many thanks everyone. Speedy, efficient service.

Lisa - Perfect for my 92 year old mum today, rather than go to a large hospital for scan. Parking easy (and free!). Staff were extremely kind and caring, offered wheelchair immediately. Sonographer very gentle on mum's painful legs. Very clean and good covid rules. Thank you.

Lisa - Very courteous and explained everything well.

Lisa - They were absolutely brilliant. Very friendly and put you at ease as soon as you arrive.

Helen made me feel so at ease, she was amazing, explained everything she was doing and why. Helen made my experience. Very welcoming, she is a lovely lady, and I hope she knows it.

Lisa - Staff were lovely, kind and helpful.

Helen - The happy and reassuring manner, with a smile.

Lisa was fantastic. All staff were polite and very helpful.

Helen - Very friendly. Made me feel relaxed. Overall very good.

Lisa - Very friendly and helpful nurses. Thorough examination and excellent service throughout. Excellent measures in place for Covid.

Helen was wonderful, made me feel relaxed. Explained everything to me. Wonderful lady.

Lisa & Julie - These ladies were absolutely brilliant, put my mam's mind at ease and made us feel comfortable and very well looked after. Stay safe x
Thank you for your service x

Lisa - A fantastic service.

Lisa - From walking in to reception all the way through, staff were pleasant and caring, especially Lisa who explained everything to me. Thank you.

Lisa was the first healthcare professional in years to speak to me about me and not just making assumptions about my weight and size. She treated me with respect and was very caring. For years whenever I see someone they make a big deal out of my weight, I could go for help with migraines and they would say its because I'm overweight. I felt like an individual who was finally going to get help rather than be pushed aside.

Dental - Beverley PDS Summary

Number of responses: 0

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

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

Dental - Bridlington CDS Summary

Number of responses: 0

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

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

Dental - Driffield PDS Summary

Number of responses: 0

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

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

Dental - Goole CDS Summary

Number of responses: 0

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

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

Dental - Goole PDS Summary

Number of responses: 0

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

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

Dental - Highlands CDS Summary

Number of responses: 0

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

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

Dental - Jameson Street PDS Summary

Number of responses: 0

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

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

Dental - Orchard Park CDS Summary

Number of responses: 0

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

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

Dental - Pocklington PDS Summary

Number of responses: 0

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

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

Dental - Withernsea PDS Summary

Number of responses: 0

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

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

Diabetes Podiatry Summary

Number of responses: 0

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

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

Diabetes Service (East Riding) Summary

Number of responses: 0

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

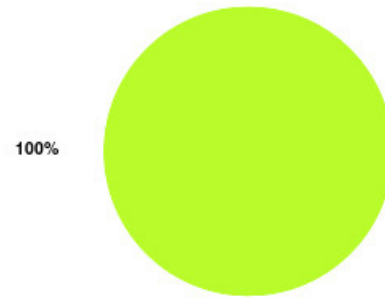
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Dietetics (East Riding) 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% |



Comments

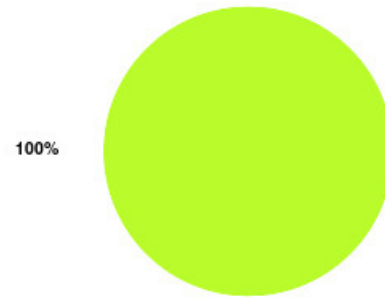
It was a pleasure to have Kellie visit us to weigh ***, such a pleasant lady and very easy to converse with. Cannot think of anything to improve the service, as we are virtually housebound having a home visit was so welcome.

Dietetics (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% |



Comments

Good advice received off Kellie (Hargreaves) via the telephone. Follow ups too. Genuine concern on overall, help with calorie boosting food; easy to swallow. She was happy to sign-post to other departments.

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% |

East Riding Frailty Team Summary

Number of responses: 0

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

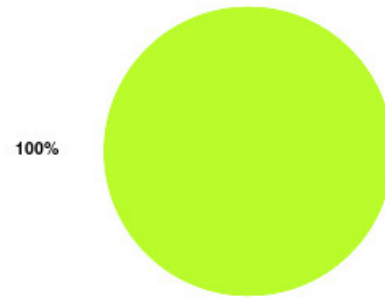
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Eating Disorders Summary

Number of responses: 1

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 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% |



Comments

Charlie's continued support throughout my recovery has been such a integral part of the progress I have made during the last year of receiving treatment with evolve, and I couldn't have wished for a better person to help me on this journey. From my first, (and only) face-to-face meeting with Charlie, she has been kind, considerate and empathetic towards what I'm going through. That she is by nature a caring person who genuinely wants to do her best to help others became apparent to me as our sessions went on. Although covid restrictions meant that my treatment would continue over the phone and via video-calls rather than in person, Charlie's warmth and compassion allowed us to form a strong relationship in which I felt comfortable talking about myself and my feelings. She also became someone I enjoyed chatting with generally, like I would a friend, which I think was so important when going through something that can feel quite intense and overwhelming, as it made our sessions feel more relaxed and informal. She also went out her way to schedule appointments at a convenient time for me, which helped make the whole process feel more manageable. Her knowledge of eating disorders and her understanding of the thoughts, emotions and feelings that come with one, has taught me so much about my own body, my health and myself as a person. Her honesty and unwavering confidence and encouragement has also given me the hope and self-belief I need to continue into my next phase of recovery. Charlie has not only supported me in overcoming my eating disorder, she has helped me to become more open-minded and realistic about life. I feel sure that what she has taught me will allow me to move forwards and live as a more positive, self accepting person, who can achieve my goals and dreams, and for this I will be eternally grateful. I'd also like to thank everyone at evolve for the support they have given me over the last year. Everyone I've met has been so lovely and has helped me more then you know. The work you all do is amazing and I'm so grateful that the service has been here for me during a difficult period of my life.

EMPOWER Summary

Number of responses: 0

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

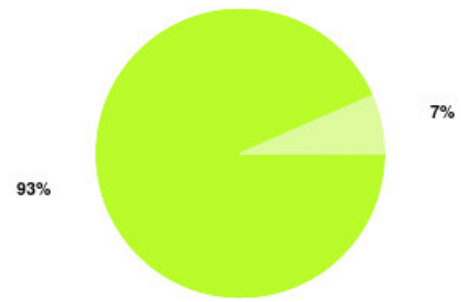
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

ER Podiatry Summary

Number of responses: 15

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 14 | 93.333% |
| Good | 1 | 6.667% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

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



| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 15 | 100.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |



Comments

Hessle HC - Lynda - Friendly and informative.

Hessle - Lynda - I was dealt with swiftly and efficiently, given some exercises to help my problem and supplied with a pair of arch supports there and then. I would highly recommend the service.

Hessle - Anthony C - Very good advice, friendly, good manner.

Withernsea - Mr. Lahir was really pleasant and did a very thorough job.

Withernsea - Mr Lahir - Very kind, went through all my medical notes with regards to my condition. Lots of advice. Satisfactory treatment.

Anthony C - Friendly, professional service.

Hessle - Lynda - This was my first visit to the podiatrist. Lynda was very good and explained in detail what the problem is. I was very pleased with the outcome of the appointment. Lynda was very professional and understanding. Thanking the service very much for the help.

Anthony and Lahir - Goole - The guys made me relaxed and I felt very comfortable throughout the procedure. All credit to them both, they're a credit to the department/hospital.

Hessle - Lynda - My experience of the podiatry service at Hessle Health Centre was absolutely excellent! My podiatrist listened to me, letting me explain my ailments fully and discussed a positive treatment plan with me, which I'm following. She is going to follow up with me in 6 weeks and even has sent me some orthotics in the post. HUGE thanks!

Withernsea - Mr Lahir was very thorough with my foot check. He was also very kind and pleasant.

Hessle - Lynda - The young lady I saw was welcoming and reassuring. Her touch was sensitive and gentle. The whole approach was appropriate and professional.

Hessle - Lynda - No improvement needed. Lynda was friendly, efficient and professional.

Withernsea - Lahir - Examination and treatment carried out in a professional and friendly manner. Many thanks.

Goole - Excellent service and very friendly and knowledgeable.

Withernsea - Mr Lahir - I was very pleased with the treatment I received and information he gave me.

ER Tissue Viability Summary

Number of responses: 0

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

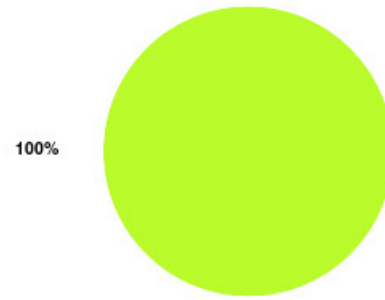
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Falls Team (East Riding) Summary

Number of responses: 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% |



Comments

I believe everything was covered which would be of any benefit to me. A rail outside the back door was suggested, which would be helpful. Any suggestions they had were very helpful. In my opinion nothing could be improved. Two very friendly people.

Such a great service. Stephanie couldn't have been more helpful. Put me at ease, gave me lots of helpful advice and information. Very happy, thank you.

Very nice lady, very cheerful, explained everything and very helpful.

Patience of a saint, is all I can say, the mannerisms of this person spoke volumes, my mum can be "trying" for want of a better word but they sat and listened to her, make her feel as though her voice was heard. She appreciated that. The after care has been good, a Physio came to visit on the request of the lovely lady. And mum is steadily improving.

I felt I was putting people out by getting the Falls to visit but I am glad they did, the equipment that was put in place has made things so much easier for me. The follow up care was not expected, and I am so grateful. Think this team should be advertised more, as I had never heard of them.

Adele visited me first, I did not think anything could be done for me but she said that she would ask a Physio to visit. A young gentleman called Mathew came, he was so helpful, and I can honestly say from his advise I have changed mt way of walking for the better. So thank you.

I cannot believe I have not heard of this service until now, the whole process was faultless. Lucy was my initial contact, she made me feel at ease about what i thought was losing my independence but Lucy made me see it a different way. She is so knowledge, credit to the team. Adele then visited, she picked my spirits up, I imagine she smiles all the time. Nothing was to much for her. I really appreciated what was done for me.

Happy smiling face and explained everything that was asked of her; an absolute treasure and pleasure to meet.

Amy & Rochelle - Both of these nurses were excellent. Explained everything fully regarding my medical conditions and recommended items of assistance which would help my conditions.

A lovely experience, the nurses gave my dad a lot of advice about diet and exercise to improve his balance and arranged a physio to help.

Very friendly and professional. Offered good practical advice. Would definitely recommend service.

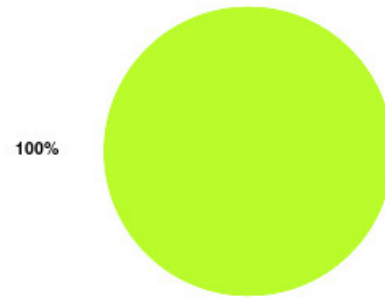
Helpful, professional, kind and patient and efficient. Really impressed with all help and resources provided. Really went the extra mile. Thank you.

Falls Team (Hull) Summary

Number of responses: 21

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

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



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

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



Comments

Annette - The visit was really helpful for us. My dad is 88 and has dementia. My mum (90) is his carer. Annette was really patient, kind and really understood what was needed to help him. We are looking forward to receiving the handrail etc. which will hopefully allow him to be at home longer. The only improvement is the timescale - reported Dec and visit April. This is not a staff issue, it is underfunded.

Carly - My son was here with me, very good idea, which we have done. The help we are going to get. The lady was very good, put us at ease. I would give her 5 stars. Looking forward to seeing her again. Hope the items she ordered are her soon.

Lucy and Carly - Nice to have somebody easy to talk to and understand what has been discussed. Nice ladies.

Carly and Lucy - Very kind and helpful. Very professional and excellent advice and guidance.

Carly & Lucy - Very pleasant manner, Good information given. Everything well explained.

Kez & Kiron - Very good.

Kerry & Kiron - Very, very good. Excellent.

Two very helpful physios. They explained a lot to us about Parkinson's and why he loses his balance.

Edelle was so good with my dad, he is extremely anxious, she just made him feel at ease. She came back several times, and phoned to check he was doing ok. Thank you

I am very grateful for the guidance given to me by the 2 ladies. They have pointed things out to me to have correct use of the equipment. I am impressed with the number of gadgets available to help disabled and elderly people.

Very helpful and friendly service. I do not have any suggestions. Thank you.

The OT that visited me was very helpful. Well discussed all options open for me. I was provided with equipment that has helped and she was very helpful in checking the equipment supplied & instructed me on how to use (to improve employ more OTs like the 1 that I got).

Professional, friendly, and caring. 1st class! Excellent. Thank you.

Everything was constructive, we can thank you enough. We found you all kind, helpful and gave great advice. Over the moon with the equipment that we received.

Helpful, advice given and leaflet left.

Excellent service i.e. information etc and very thorough visit from your representative (Carly).

Elly - Excellent service. Lovely nurse, everything delivered in record time. Thank you all who have helped me since my fall.

Amy - Everybody is kind and very helpful when they come to visit us.

Carly was fantastic. I was struggling with my dad and service was 5 star. Thank you, keep up the good work and support.

Carly - Wonderful service. So helpful. Nothing too much trouble.

Elly - The range of help and equipment was impressive. Elly was very knowledgeable, helpful and a joy to meet. The speed of delivery of aids was very good.

Fit4All Team (SH) Summary

Number of responses: 0

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

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

Flu Immunisation (ERY) Summary

Number of responses: 0

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

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

Gastroenterology Summary

Number of responses: 0

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

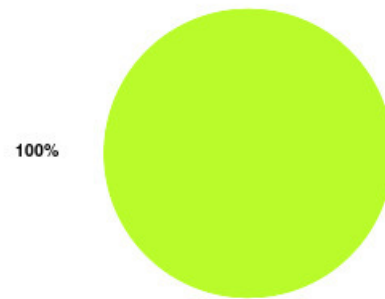
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Goole UTC Summary

Number of responses: 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% |



Comments

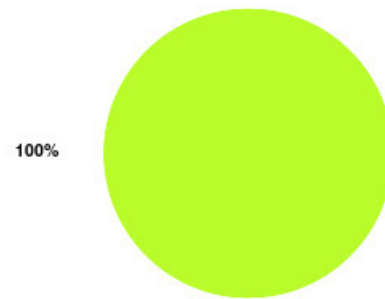
I cannot praise enough the excellent care and attention I received today - coming as an emergency with a broken arm. I was treated by everyone with courtesy, professionalism and humour; putting me at ease and helpful at every stage - thank you all very much.

GP - East Park Surgery 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% |



Comments

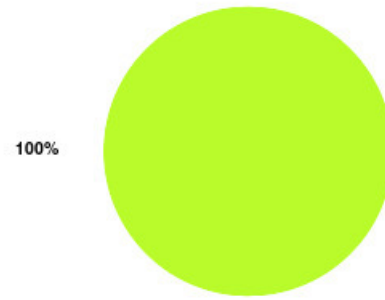
Patients daughter rang to say her mum had passed away on sunday. She would like to extend her thanks and appreciation to all the reception staff as they have all been so kind and gracious to her whenever she has had a problem or needed help with her mum

GP - Story Street Walk In 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% |



Comments

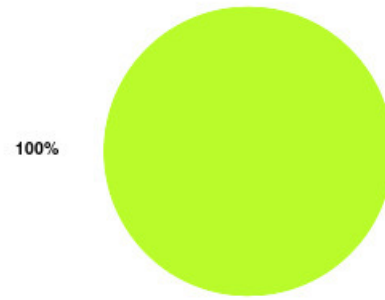
Amazing staff and seen quickly. Great quality of care.

GP - Kingston Practice 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% |



Comments

excellent service

GP - Riverside Practice Summary

Number of responses: 0

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

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

GP - The Quays Summary

Number of responses: 0

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

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

GP - Wolds View Primary Care Centre Summary

Number of responses: 0

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

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

Health & Development Worker Summary

Number of responses: 0

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

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

Health & 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% |

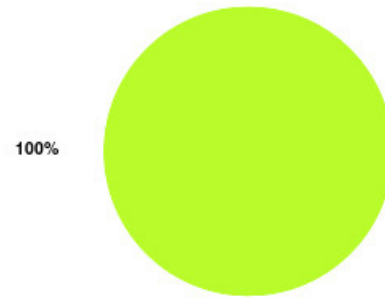
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Health Checks (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% |



Comments

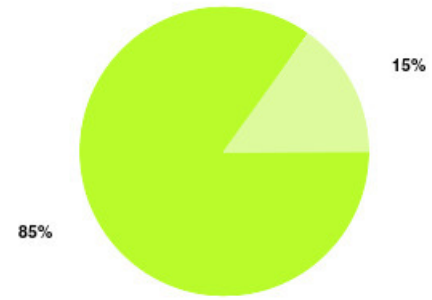
Thank you for the support given , the calls have been a great help during lockdown

Health Trainers (inc Social Prescribing) SH Summary

Number of responses: 33

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 28 | 84.848% |
| Good | 5 | 15.152% |
| 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 | 33 | 100.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |



Comments

"yes very good, everyone has been friendly and helpful".

I feel talking to you as been really helpful , the service both today and when I call to make the appointment as been very efficient , and helpful

"I'm feeling positive, feeling like someone has recognised how I'm living my life. I've felt ok to talk about it".

"I'm happier with the service I'm getting from St Helens Wellbeing than own with my own doctor, I'm taking more support from you. Its good to talk to someone else because obviously when you don't see people, you don't talk to people about how you are feeling. I'm enjoying having someone to get into my head to help to give me other ideas. The trouble is, when you are on your own it's like one grey straight line and you can't see whats going on because of the grey areas, but for me this is helping. I'm being more proactive".

"You've been helpful in a lot of ways you've gave me numbers and going to send me information in the post, that will be very helpful as I don't know anyone, it's been 10/10 for everything thank you".

Thank you for today, some of the things you have said have really made me think, I am so glad I got you to speak to me, you have understood me.

"I'd like you to stay in touch, you're doing the job, you're helping me thank you".

"Very good, its uplifting and you know - I think I'm getting somewhere, moving on a bit instead of being in a total rut really. It's good to talk and it's good to express some feelings, I've found it valuable".

Thank you for the support given from all in the team

Face 2 face would have been good - so I could have had measurements / blood taken , understood it hasn't due to covid / lockdown . Hopefully will resume in the future

Thank you so much to take the time to reach out and support me , you have listened been approachable and used words that are understandable and clear . I feel so much better already for talking things through with you it as really helped , you have given me more then I expected from the call. I feel more positive now that I can get on with sorting things out.

"it's been a complete turnaround from when I started to now, you have helped massively, you have been a massive massive help without you I physically and personally don't believe I'd be here, I'm honest about that, thank you.

"It's been a complete turnaround from when I started to now, you have helped massively, you have been a massive massive help and without you I physically and personally don't believe I'd be here, I'm honest about that Jordan, thank you.

"I like having these calls, it feels almost like lifeline"

"good but its a lot of questions going into detail"

"Lovely, I'm very comfortable with you as you understand things".

It helped me a lot

"All topics covered well. No improvement"

It was good to talk things through - I knew what to do to make changes I just needed some one to give me the motivation to get going

"useful, nice, easy going to talk about stuff. Helpful. No suggestions".

"I'd recommend it yes. It's been nice to speak to you to be honest. You've let me speak and get my point across, you have asked me questions a lot of people don't usually ask, it's not just about me its about things surrounding me and whats going on in the bigger picture. I think the way you've put it across has been so informative and helpful, thank you Jordan."

"it's been really good, really appreciate it. I think it's really good because people don't know whats out there".

Maybe follow up conversations

My mum was awarded Attendance Allowance and that's really helped us. I would never have thought about it without your advice. Thank you.

"Its brilliant I'm pleased thank you. Absolutely brilliant, you've given me stuff to be able to go away and read thank you".

"Very good - you are there, you listen, you say to things which help, you've done everything you can".

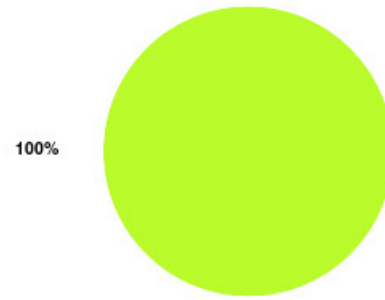
"Highly recommend it, you seem a decent chap and you've have listened".

Health Visiting Summary

Number of responses: 7

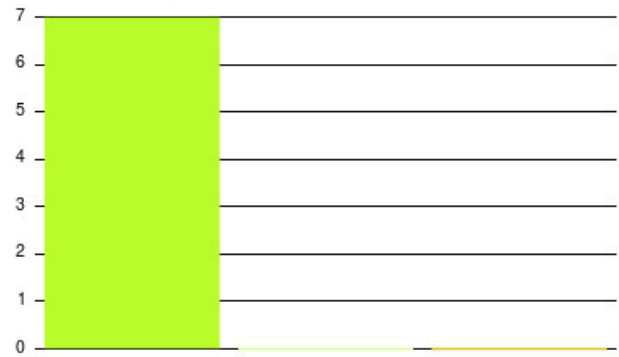
| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 7 | 100.000% |
| Good | 0 | 0.000% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

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

Really good how you can ask (Wendy is my babys health visitor) any thing your worried about no matter how small or daft and really helpful and patient doesn't feel rushed to leave so you relax more and helps with my issues also gived advice.

Sam was super helpful and reassuring whilst iv had a few issues with breastfeeding my newborn.

Very welcoming staff Really interested I how much baby is developing and useful tips given

Wendy lovely as always

Very friendly and caring Health visitor. Very informative visit.

Lyndsey was fantastic. She made me feel so at ease from the start. She's really helped me through some tough times.

The nurse that came to visit us was lovely, made us feel at ease and was very thorough.

HERCH20 Summary

Number of responses: 0

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

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

Home Oxygen Service (East Riding) Summary

Number of responses: 0

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

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

Home Oxygen Service (Hull) Summary

Number of responses: 0

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

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

Hull Complex Wounds Summary

Number of responses: 0

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

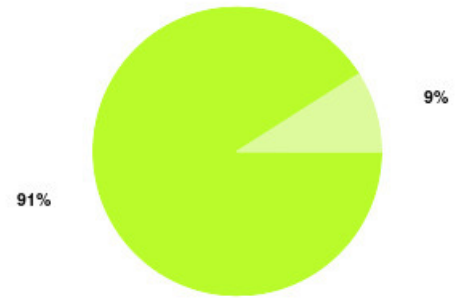
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Hull First Falls Summary

Number of responses: 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% |



Comments

They were very helpful and professional. Also very caring and pleasant. I don't think there is any improvement needed.

Red watch - Very happy.

Wonderful.

Red watch

Red watch

Red watch - Wonderful team, very happy with the service.

Red watch - Great help, very grateful.

Red watch - Excellent!

Red watch

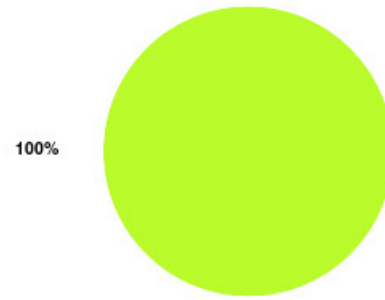
Both men were very caring and professional, they had my husband back in his chair in no time. A very good service and thank you.

Hull Podiatry 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

Morrill St - There was a student helping, she was great and polite. The gut Olly was great as well. I would not change anything.

Wilson was very thorough and attentive to me and my wife when we had our feet done. He was very friendly and did a great job, thanks!

Morrill St - Really good, couldn't be better; I'm really satisfied.

Hull Urgent 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% |

IMPS Summary

Number of responses: 0

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

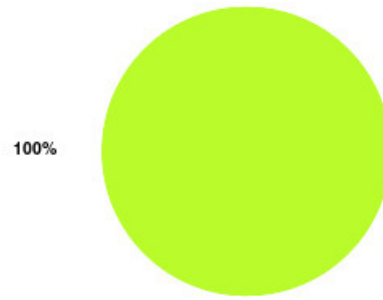
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Infant Feeding Co-ordinator Summary

Number of responses: 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

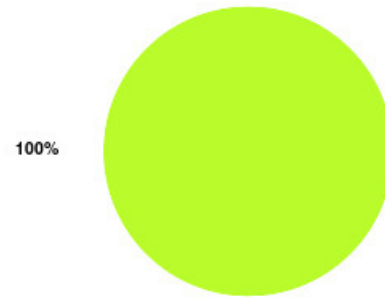
Debbie Jackson, the infant feeding coordinator was very supportive and helpful. She taught me how to get a better latch and provided me information on better breastfeeding.

Infant Feeding Service (SH) Summary

Number of responses: 7

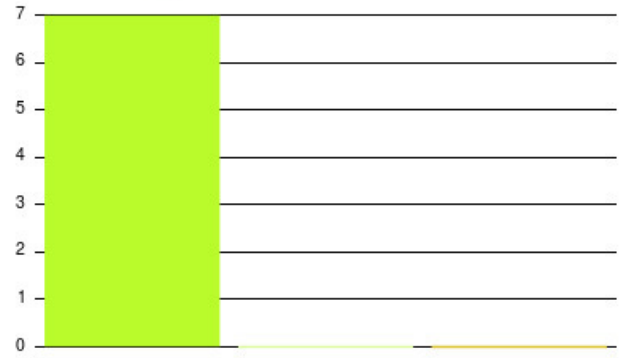
| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 7 | 100.000% |
| Good | 0 | 0.000% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

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

I am finding the support from the infant feeding team invaluable. Having them give me a regular phone call to check in means the questions that niggle and keep me awake at night I can talk about with them when they call. Knowing they are there to phone is of great reassurance also. All the staff I have spoken to have been really supportive and knowledgeable of issues I have been having. They are able to clearly talk me through their guidance on how best to help myself and my baby in these early days of life together. The leaflets and videos that have been emailed across to me have been great to refer to when I need the reassurance. Thanks so much for all your support. I really can't thank you all enough.

The ladies have been fabulous, identifying tongue tie that had not been picked up on for weeks, thus allowing me and my daughter to continue our breastfeeding journey!

The team are amazing and so understanding of your needs

Hi Amanda, Hope your well. we have now decided to feed Luna formula. I have made a good store of breast milk but it's just not for me having a 2 year old too. Thank you so much for being so helpful with everything & showing me how to pump etc

- Excellent advice and support given over the phone - Very responsive to issues raised resulting in positive outcomes for breastfeeding success & comfort
- Received regular follow up calls to check in, & call backs with more specific/specialist advice when required - Friendly, knowledgeable & supportive team Thank you for all your support, it's very much appreciated.

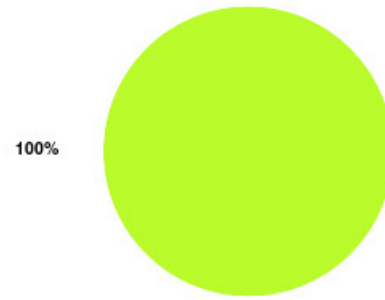
Amanda was lovely and very very helpful! Learnt a lot I didn't even think about and listened and answered any question we asked. Thanks Amanda :)

Intermediate 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% |



Comments

Highfield - All members of staff were extremely helpful and caring, was second to none. If bell was pressed they came immediately. Brett, the physio and John, the OT were very professional, friendly and achieved excellent results. Jo, Louisa and Sharon to name a few made my mum's stay enjoyable in difficult times. Food was excellent. Communication between SS person in Highfield and the care team failed at the end. Home care promised, didn't materialise initially.

Highfield - Nurses and staff are brilliant, food is marvellous. Great at looking after us, everyone full of kindness. Made some great friends amongst them. Home is beautiful and clean. I would change nothing.

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% |

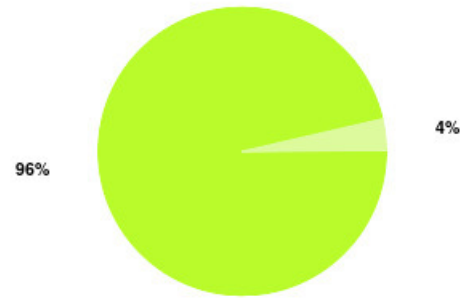
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Jean Bishop ICC Summary

Number of responses: 27

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 26 | 96.296% |
| Good | 1 | 3.704% |
| 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 | 27 | 100.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |



Comments

The centre staff were welcoming and very friendly. Lots of people to see, and a smooth operation throughout. Meal was good. Not the centre's remit, but transport planning could be improved.

everything was excellent, so helpful for mum and us as her daughters, put all our minds at rest, everyone was very friendly and put us at ease. Thankyou excellent, staff lovely and friendly

found the whole experience informative and friendly, the staff are lovely, cannot thank them enough

the kindness and concern

really good service

having time to ask questions and the one to one support and a wonderful working team meeting and greeting you

everything was goo well looked after by nice professional people, clean pleasant environment

everything very good all under l=one roof, staff very good and helpful. food and drinks very good, cannot see anything could be improved

had a lovely day, everyone was so caring and kind. Highly recommended, thank you

I am pleased I came today, the staff were very helpful, the doctor told me things I wanted to know, I feel good.

everybody very helpful and friendly and offered great service. Nothing needs to be improved on, thank you all

delighted with all aspects of our visit, the cleanliness and ambience of the building, so pleasant. The staff were fantastic, helpful and professional, giving Doreen excellent attention, good and thorough advice. Overall the experience cannot be faulted. Thank you very much.

nice staff, great service

I enjoyed meeting so many people

first class service, thanking all the staff

excellent experience, made to feel comfortable, friendly, thank you so much

the way staff help excellent well looked after. Atmosphere in the centre very calm and very pleasant. Transport could be improved

we thought we were efficiently dealt with, the staff were very kind and helpful. The doctor was very thorough and answered our questions very clearly patiently. We think that the transport could be improved we had to wait a very long time to be picked up.

my visit today could not have been any better all the staff I have seen have been wonderful and very helpful I have enjoyed my visit. Thankyou to all of you

excellent service throughout, kind, patient and understanding of our needs, absolutely wonderful staff

Everything was excellent. First time my husband had been out for months but this has been a real pleasurer with brilliant future care ideas too. Many thanks, eased our worries too.

Could not be better

It was very good and helpful

very good service and very polite and professional staff check everything over medication/health. Brilliant service:)

nothing to be improved

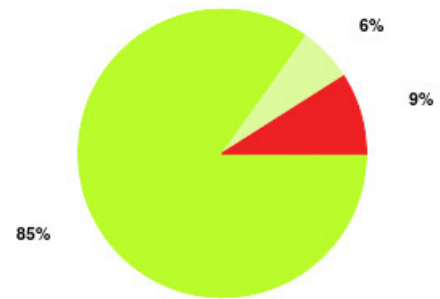
amazing service and care by all

Let's Talk (Hull) Summary

Number of responses: 33

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 28 | 84.848% |
| Good | 2 | 6.061% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 3 | 9.091% |
| 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 | 30 | 90.909% |
| Very poor & Poor | 3 | 9.091% |
| Neither good nor poor & Do not know | 0 | 0.000% |



Comments

From the start of my therapy to the end, Danielle Nelson was kind, empathetic, knowledgeable, astute and gave me the very best service and attention. The experience has changed my life literally, and I now have tools to deal with any future issues, thanks to Danielle. Covid-19 wise, the building and its environment were very safe. Thank you to the service and Danielle for persevering with me until I felt the time was right to end my therapy.

I cannot think of any ways the service could improve as I gained the maximum out of every visit.

I had a really good therapeutic relationship with my therapist. Much better than previous therapists I have had. Very caring and went above and beyond.

I have yet to speak to anyone directly but you got in touch with me well before the 21 days you said I could be waiting.

I was told I would receive a text or phone call to arrange a stress management course the next day but have not received anything. I've tried to call but keep getting automated messages.

Owen was great and really helped me to understand what I was going through, as well as provide techniques to help deal with my issues.

Toni Snaith has been an amazing therapist. Very helpful, very understanding and patient. The PTSD treatment has been really helpful and made me feel so much better. It was hard but definitely worth it. I am a better me. Thank you so much Toni!

I COULD NOT LOG IN TO THE SESSION!

David was easy to talk to and put me at ease.

Really excellent service, helped me get to where I should have been all along. I can't say 'thank you' enough to Stuart for listening to my ramblings and issues, and for always keeping a level of professionalism and understanding throughout. This service has greatly helped me to move on from a very distressing situation, and has helped me to focus on myself and my needs. Thank you again, kind regards, Rob Hudson

Excellent service. The lady was very nice and spent a lot of time listening and was very patient. The sessions really helped me to recover from my illness and to change my way I think and to be more positive.thankyou

Owen was amazing and I felt so comfortable and confident talking to him he really helped me and I'm so happy with what he offered me as advice

Very understanding, pointed me in the right direction straight away

I felt comfortable opening up about my issues and Scarlett was very supportive. I feel that I am being taken seriously and help is being offered for which I am grateful.

I have received a text asking I call to book appointment when I have called between your opening hours I get a pre recorded message, how am I supposed to book an appointment

Stress Control: Just want to say thank you for your time. I have really enjoyed these sessions and I can definitely see how these techniques will help.

Stress Control: thanks very much its been really helpful

Thank you to Owen, who was a great listener and has really helped me change how I feel. I cannot praise the service enough for what he has done for me.

Firstly, I would like to thank Morgan Perry for being my therapist. He was truly amazing at his job. He was kind, caring, thoughtful and never pushy or negative. He always spoke to me with respect and always pushed me to try my best. He became like a friend to me and I looked forward to our sessions together every week. The service was amazing and helped me so much to see myself as a better person and bring out some of my old confidence and happiness that seemed to have got lost somewhere in me. It helped me to realise what was affecting my life negatively and how to improve my situation and also how to respond differently and "unlearn" learned behaviours and coping mechanisms. It has helped me to become a more open and honest person, especially with my wife, colleagues and close friends and this has helped to improve both home life and work life. I really can't thank Morgan enough for sticking by me even when I thought I was a nightmare and a total disaster. He never lost faith in me and always told me that he believed I could overcome my struggles. With his help, I believe I've become a better person and a happier person.

Owen talked me through the structure of the assessment and gave me space to speak and ask questions. He was calm and knowledgeable. Nothing to improve

I have used this service several times now and I just want to say that I have had more support from lets talk than I have been offered from secondary mental health team. This service you provide is a god send when other services fail to help. Thank you to each and every person that is part of lets talk service you all have a vital role to play in supporting people.

My therapist would seem very interested in my issues and reassure me about my anxieties. She was also very keen to implement activities that would help me work towards solving any of my problems I was facing or encourage me to look at them from a different perspective which enabled me to encourage myself to do that with other problems I was using the service for and I still continue to do that. She helped me a lot. Thank you, Lisa.

I was skeptical when I first started treatment, however I have only positive thoughts towards this service. Lisa's approach and advice has helped me in ways I never thought would be possible. I can't think of any ways in which the service can be improved, I'm just grateful it was available and given me a more positive outlook on life.

Lisa was so easy to talk to and give me things to think about what I would not have thought of to get things in perspective

Getting the first appointment was very fast, so I didn't have to wait long. The person I saw (Toni Snaith) was really excellent at assessing my needs and developing a programme of CBT support that was adaptive to my changing needs and sensitive to my preferred ways of working. She was very flexible and, as a result, the CBT was really successful. She was also really helpful in signposting me to further support as the CBT came to an end. I'm extremely grateful for Toni's support over the past few months, which has helped me through a really difficult period.

Very thorough

My experience with Stuart is nothing short of lifesaving He has helped me through some real bad times. I highly recommend this service and especially Stuart .

Let's Talk - Cruse Summary

Number of responses: 0

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

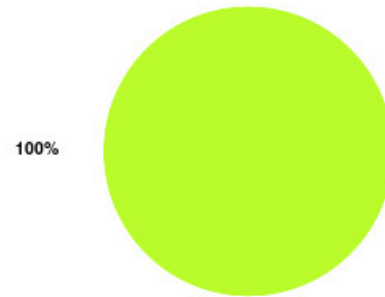
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Let's Talk - Focus Counselling Summary

Number of responses: 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 couldn't fault my experience at let's talk, my counsellor was absolutely amazing and helped me a lot to get through a really rough time. There is nothing to be improved as I feel I have gotten the very best out of my counselling sessions. I would definitely come back to let's talk if and I would fully recommend to anyone who needs support. I can't thank Let's talk enough for providing me with such an amazing counsellor..

I just want to say how helpful Jess was. Over the weeks she has been so so helpful and I truly appreciate it. Only issue I have is I never received the final document. However Jess was really amazing.

Nothing received emotional and practical support when i needed it.

Ali was fantastic. Very understanding and helpful

Heather was very nice and easy to talk to. She listened and challenged my thoughts and I was able to recover quicker by having regular meetings. Thank you Heather

Martin was my counsellor and it was like talking to a friend that only wanted to listen. He made me feel "normal" and reassured me that my feelings aren't anything unusual. Just my anxiety making me feel that way. I was very nervous about starting counselling however Martin made it easy. The one thing I can think in terms of improvement, would be that you lose sessions if you miss your session or cancel it within less than 24 hours notice. Although I completely understand this policy. Sometimes life gets in the way and we cannot remember to cancel the appointment within the 24. I think you should be able to add your session on if it is missed with a reasonable explanation.

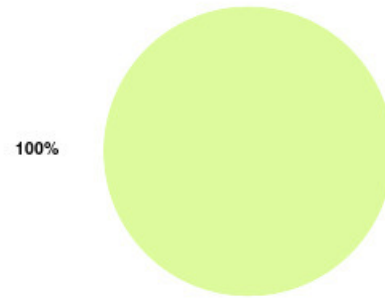
Chris my counselor was so understanding .wish she was still here . I felt close to her her voice was so relaxing n very friendly .

Let's Talk - Good Day Therapy 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% |



Comments

It was great as it helped me unravel some of the issues I had been holding but also pushed me to be out of my comfort zone. I wish it was longer

Let's Talk - HEY Mind Summary

Number of responses: 0

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

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

Let's Talk - House of Light Summary

Number of responses: 0

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

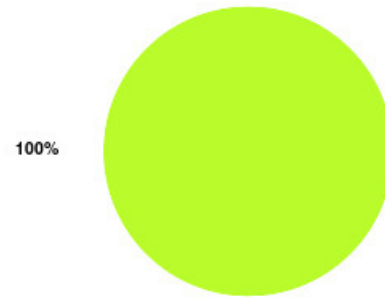
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Let's Talk - Joan Pickard Ltd Summary

Number of responses: 13

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

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



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



Comments

Although it was only over the phone I still felt that I was actively listened to.

Been able to speak to people

Respectful Not condescending like other therapists have been.

My counsellor made me feel comfortable in whatever I wanted to talk about, she was not a teacher, she let me discover me for myself. I've gained so much insight into myself and the counselling profession. It's restored my faith in counselling.

My therapist has really listened to me and allowed me to get things off my chest. She really understood about looking after someone like my dad who has dementia and she helped me talk a lot about my grief for my ex-husband. It hasn't changed my circumstances at all, but it has helped me to feel better because I could talk about things that were bothering me. I wouldn't change anything about the services and the phone sessions worked really well for me.

Having someone to listen to me and reflect back on my problems has helped me so much. I wasn't sure how it would work over the phone, but it was so helpful and I wouldn't change it at all.

It has helped me a lot and to look at things differently.

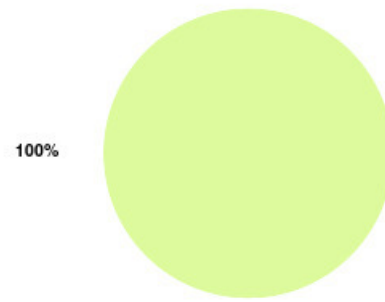
It was such a prompt service. As a busy single working mum of two, I enjoyed the flexibility of doing online video sessions.

Let's Talk - Relate 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% |



Comments

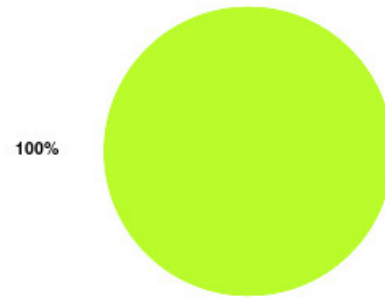
I felt listened to but I feel the discussions about our relationships could have been discussed deeper. We were discussing about some strategies and actions but I felt we did not touch an area of feelings and deeper connection that we have or haven't. Perhaps I felt this way due to the limited number of sessions or maybe it was because one hour of discussion when 3 people are participating and talking is not a lot of time to dig deeper.

Let's Talk - S2BH 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% |



Comments

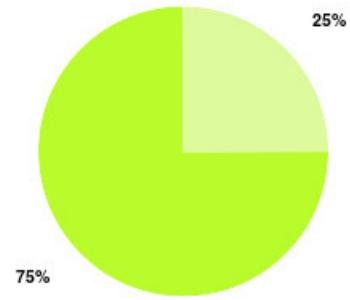
I started with a very negative attitude towards myself,i now feel alot better about myself and how i am in myself as a person. Cherry has made me look at how i am and given me different outlooks and that i am allowed to be kind to me! Thankyou Cherry!

Let's Talk - Temenos Summary

Number of responses: 4

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 3 | 75.000% |
| Good | 1 | 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 | 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

Everything was good

Not one to one. It was over the phone. I know it could not be helped due to covid

Best counselling I have ever received Julie was very experienced and taught me some valuable skills.

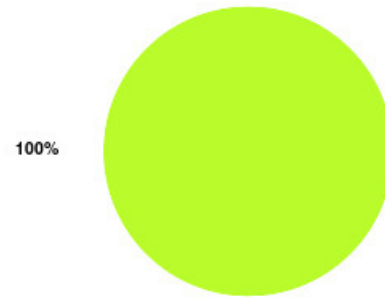
Andrew made me feel at ease immediately and after seeing other therapists in the past, I truly believe that Andrew was the only one to understand me. His approach was fantastic, very friendly and reassuring, he improved my confidence and helped me to finally understand how to deal with the issues I've been experiencing for many years. Andrew has helped improve my quality of life, I will be eternally grateful to him for this. He is an absolute asset to your organisation and I would like for everyone to take a leaf out of Andrew's book.

Lifestyle Referral (SH) Summary

Number of responses: 6

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

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



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

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



Comments

I just want to take this opportunity to thank you for all your help too. You've been amazing!

Hi Jane still following your exercises on video most days. Enjoying your newsletter every week . It always cheers me up. Not sure about emailed exercises as I understand better when I see them performed rather than written. I'm sure they are great for those that have attended your classes in person though. It would be really good if I could come to your classes when we can meet again . You have done a great job in difficult circumstances. Thanks so much

The virtual Yoga session on teams was new to me, the instructor was very clear in her instructions and what each position was beneficial for. The only downside to virtual Yoga is not having you positioning checked visually, however the moves was simple and easy to achieve. The relaxation/breathing techniques was very good and should be encouraged by every one at the end of a busy and stressful week!

I have had a left total hip replacement, but Jane provided Yoga movements that I was able to participate in, she was aware of my hip replacement and provided me with guidance throughout the session so as not to cause any injury to myself. I thoroughly enjoyed the Yoga Session, i'd not taken part in Yoga before, other's were completing the Yoga also (by the way all this was completed using Teams). It was exercising but also good fun and towards the end there was the relaxation which was wonderful, I will definatley be taking part in more Yoga, epsacially with Jane.

Yes it does thank you. I've found the Facebook group you recommended really informative and listening to some of the stories has helped my understanding more. Thanks again for your help, you're a star!! Xx (sent client WLS group)

Lymphoedema Summary

Number of responses: 0

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

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

Macmillan Wolds Unit (Bridlington) Summary

Number of responses: 0

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

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

Medicines Management - Care Home Service Summary

Number of responses: 0

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

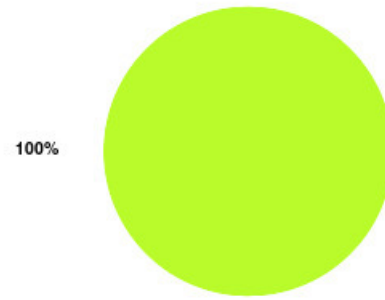
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Mental Health Team (SH) Summary

Number of responses: 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

Would definitely recommend, especially to people with a similar role to myself. I have all the links and support information I need for my role and more. I feel confident on the actions I need to take should the conversation around suicide present itself.

Both Lynn and Rob are warm, welcoming and great facilitators for sessions. The sessions are very informative and useful. You can see they both have a wealth of knowledge and a passion for promoting the importance of wellbeing. I'm looking forward to future sessions and any future initiatives. Thank you.

Thank you for spending the time to deliver this session to our learners. We all found it beneficial

very informative from parish training

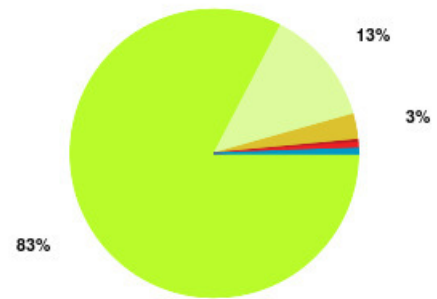
My experience was very good I got all the help I needed from Craig would definitely recommend him as a very good counselor

MSK Physiotherapy Summary

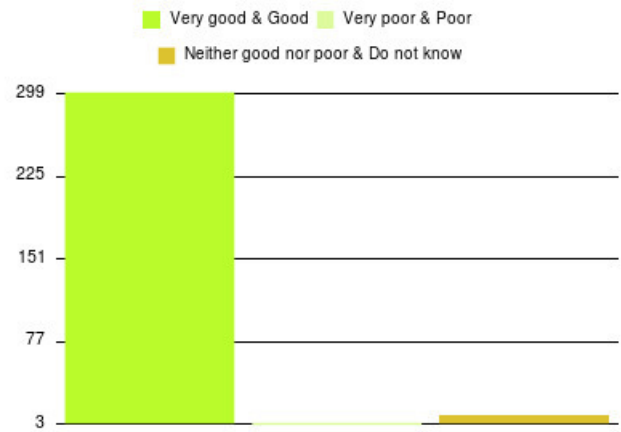
Number of responses: 315

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 260 | 82.540% |
| Good | 41 | 13.016% |
| Neither good nor poor | 9 | 2.857% |
| Poor | 1 | 0.317% |
| Very poor | 2 | 0.635% |
| Do not know | 2 | 0.635% |

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



| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 301 | 95.556% |
| Very poor & Poor | 3 | 0.952% |
| Neither good nor poor & Do not know | 11 | 3.492% |



Comments

On time very informative conversation

Smeeta was very thorough and explained everything clearly. She provided me with an exercise programme and arranged a follow up appointment. She has a very pleasant personality and is very understanding. Great service.

I was very satisfied with the overall experience !

Very good, helpful and polite

Listened to patiently. Given exercises to help to improve my condition and the opportunity for a follow up.

Was seen on time examination was thorough and explained well

It was very thorough, the physiotherapist was excellent and helped me resolve my problem.

Goole - Alex explained everything in simple terms so I could understand. Very patient and listened to the problems with my feet and appropriate exercises given. Excellent care.

Our physio Alex, explained everything very clearly. She sought further advice for us and really helped with my daughter's recovery. Thank you.

No wait for appointment, very thorough but would be useful for diagrams for exercises as I needed several and I cannot easily check I am doing them right. To save paper link to site for patient to download?

Liz is very knowledgeable and understands my problem completely. The exercises prescribed are hard but achievable and I'm looking forward to further improvements in my mobility

Really thorough questioning and then an examination. Was shown a variety of exercises and these were subsequently sent to me. I was given a card and told to ask for another appointment within six weeks if I felt I needed to. Felt very supported and listened to. Thanks to Smita.

Alex gave me good advice on how to help my ankle improve . Reassured me that it will get better with time .

Very clear instructions for performing exercises, felt at ease during consultation, very happy with advice given.

Thorough questions and interest in my problem. Helpful to solve and Elizabeth was very kind

Very helpful and went through what I had to do

Thorough check up and useful exercises to strengthen leg.

Would have benefited from a face to face meeting

I can think of no improvements. Sinita the physio was very thorough and professional, and explained everything easily so I could understand my treatment.

Lucy was professional friendly and informative.

On time, the physio was extremely thorough, well organised and most helpful/considerate. The whole experience was a really positive one.

Hessle - The exercises suggested by the physiotherapist have greatly improved my shoulder problem over the last month. Therefore I would definitely recommend this service.

Alex the physiotherapist was very thorough and the advice she gave me was very helpful

I was given a good examination of my back and was then offered some exercises to do at home

Very prompt, professional, thorough. Obviously it is ideal to be seen in person but a good phone consultant.

Liz at Hessle was excellent. Lovely patient manner, explained everything clearly and my pain is a lot better already. Nothing to improve on.

Took time assessed me properly explained everything and showed me how to do the exercises

Physiotherapist was very helpful and reassuring. Gave me lots of information and answered all my questions. I felt she really understood my problem and gave me positive advice.

My telephone consultation was exactly on time & very helpful. The physiotherapist I spoke to was thorough & asked a comprehensive range of questions & explained what I should do next. Some exercises were emailed to me - I have some trouble printing them & have asked if they can be sent in a different format. Many thanks.

I felt relieved to know that I am doing some things that are right. Also that I shall soon be receiving some different exercises to practise. To be shown the exercises face to face would have helped, of course.

Gave me the reassurance I was wanting to carry on exercising during my neck strain

Physio very informative and showed empathy to my shoulder Gave clear advice on how to reduce pain I'm very happy with the way progress has been made I feel confident it will improve

Alex was very informative, talked me through my exercises. She was very pleasant and easy to talk to, and answered all my questions.

Expert advice and thorough explanation of all exercises

It was a telephone call and it went very well. Listened to my needs and gave advice

Very helpful and gave good advice about my problem. Friendly and efficient.

The physiotherapist, Alex, was wonderfully polite and explained everything to myself and my son clearly. I felt her examination of my son was thorough and he left confident in knowing what he needed to do with a follow up appointment arranged for 4 weeks time

Everything

Really helpful, couldn't have been better

Great service and advice

| |
|---|
| Very thorough examination by Smeeta, who was extremely knowledgeable and provided me with a plan to manage my treatment. |
| Very professional and lovely people |
| Talking to someone from physio dept. |
| Very helpful I've been struggling with back problems for sometime and this appointment has been a positive experience in my journey to recovery thankyou |
| Welcome and instruction good. Too long between appointments. Would have liked hands on manipulation of the affected joint. Is that the conclusion of the treatment? Left to my own devices now, where do I go from here? Is the pain something that I have to live with now? Hazel, the instructor was lovely, informative and kind. Thank her for her help so far. |
| The therapist was full of good advice and information |
| The physio was very patient and understanding regarding my back and shoulder issues and explained very clearly what I could do to help myself. Nothing could be improved. |
| The physiotherapist was very good at explaining what was happening with my hand in easy to understand terms, I found that incredibly helpful. He was very sensitive to the pain I was in due to my condition and knew exactly how far my hand/wrist could be manipulated before the pain became too much. I understand I need to go through some pain in order to improve, but he did not push me too far. He listened to me properly when I voiced any concerns I had and his advice/suggestions were very specific and very helpful. In short, he was excellent, thankyou |
| Lucy was friendly, professional and informative |
| The lady I spoke with (Jen) was very thorough with myself. Explained the whole process to me asked questions relevant to my situation. Then told me which exercises will be sent out to me. |
| My physiotherapist was caring and helpful |
| Jen made sure I understood why she was asking certain questions. Very empathetic practitioner. |
| The physiotherapy was very friendly and explain what had happened to my back very good |
| Had an injection and was a follow up. Great service by Gary. Efficient, friendly and professional. |
| Quick and to the point. |
| Relaxed meeting but very good informative.Helpful at many levels. A worthwhile interview. |
| Michelle was very knowledgeable and informative. Nothing could be improved by the appointment. |
| Very knowledgeable physiotherapist, friendly and good advice. Felt reassured. |
| Obviously better face to face |
| Very informative session and very helpful with my assessment and my better understanding of my situation |
| The doctor we saw was friendly and very informative. He explained everything well and in detail. Both myself and my daughter left feeling reassured and with a better knowledge of the healing process. |
| Supportive, informative and well observed |
| No physical check of the body was conducted but my referral has been left open for 8weeks so if my condition doesn't improve with the exercises I can follow up. |
| The appointment was on time, felt safe and Johann was so kind, understanding and thorough. Nothing could be improved on the experience as it felt as if it was specifically with the patient in mind. |
| On this occasion I didn't visit I had a video consultation. |
| Very knowledgeable physiotherapist. She explained my problem and gave me exercises to help. A trainee was present and they were both excellent communicators and created a relaxed atmosphere. |
| Very knowledgeable physiotherapist. She explained my problem and gave me exercises to help. A trainee was present and they were both excellent communicators and created a relaxed atmosphere. |
| Very informative treatment, and concerning. |
| I was pleased with everything and I think all is OK |
| It's been good I'm making an improvement so very impressed so far Thanks |
| Welcome and instruction good. Too long between appointments. Would have liked hands on manipulation of the affected joint. Is that the conclusion of the treatment? Left to my own devices now, where do I go from here? Is the pain something that I have to live with now? Hazel, the instructor was lovely, informative and kind. Thank her for her help so far. |
| As a video consultation it was better than I expected. |
| Very informative thanks has helped me a lot . |
| The lady was very helpful and friendly. We laughed a lot when I misunderstood instruction for an exercise ! That was nice the lady put me at ease. I received the call at the appointment time to. |
| Exercises were easy but effective. Service very helpful and place friendly. |
| I can't rate the physio that saw me high enough. He was very knowledgeable and explained everything very well. He was patient and took plenty of time to explain my exercise plan. |
| Excellent service with a positive and supportive person, not sure if it could be improved in any way. |

No nonsense approach..... very confident in both knowledge and how to improve my mobility. I lady feeling uplifted and able to practice everything that had been advised to gain maximum mobility.

The physio explained everything very clearly and was very informative. He also had a very respectful manner.

Due to covid I had a telephone consultation and its will never be as good as a face to face.I do not have a printer to to see my exercises on my small telephone screen is hard.A printed version posted would have been useful.

Still waiting for my list of exercises to do. Have chased once already

Friendly but professional.

She was very good told and explained well what exercises I had to do

Not waiting long to be seen, physiotherapist was really friendly and put me at ease. She explained what she was doing and what she thought the problem was and gave me exercises to do. The room was really clean.

In all honesty it was very confusing being over the phone. When I said, "should I look like I'm doing the robot dance," I knew things weren't going that well. I ended up taking away with me that I had to continue doing lots of stretches and the 'up down,' ones. I personally think that means it's a mixture of robot dancing and walking like an Egyptian dance. Also with some free styling, like, contemporary moves. Not sure if this will heal my ankle or elbow but it will get me moving around I guess. I left feeling quite confused. Face to face for physio is probably best. Even a video call offered, considering the plethora of platforms available, would have been better.

Very thorough and understood my particular problems

Jan was listening and responding to me. She was pleasant and I felt the information and explanations were easy for me to understand. She gave me confidence that working at the exercises will help me with my constant pain.

Seeing a person faces to face And understanding what is wrong I was at eas with what they wr saying

The consultant at Beverley Hospital was very good and explained everything clearly. She has made me out a plan and workout. She explained how my muscles work and the problem I have in terms I could understand.

Michelle's proffesioanlism and ease of communication is impressive. She gave me some effective excercises to complete tailored not onky to my condition but also to my lifestyle. Nothing to improve.

Telephone call from Sophie answered my questions and I was sent helpful exercises. Perhaps a follow up call would be useful.

Was very pleased with the service. The physiotherapist explained all the exercises I needed to do and and showed me how to do them. I felt that she had listened to me problem and gave me good advice. The physiotherapist was very professional and was extremely pleased with the service

Very thorough consultation

Information very helpful

Everything was good for me.

Said she was sending me some leg exercises by email and have not received any, and got no phone number to enquire about them

Very satisfied! felt that I was readily understood about my back pain and given good advice on improving it ! Thankyou.

I was very impressed by the speed and efficiency I was given advice from My referral. From the confirming my email to The physio I spoke to was professional and patient and I feel confident in the advice given. An excellent service.

Excellent service

The appointment was local, it was on time and the physiotherapist, (Jen), was really good.

On time Friendly Understanding Helpful

The person who dealt me was very proficient and efficient. There was only a short waiting time and I was dealt with professionally and courteously with all staff who dealt with me.

Nothing

Obviously without the restrictions of covid a face to face visit may have been easier for explaining the issues, however it was a very thorough telephone consultation and I felt very reassured Jo understood what the cause of my pain was and I was given a comprehensive plan to combat this.

Gentleman who rang me for telephone consultation was very nice rang me on time and was very helpful

I was shown a better way to do the exercises

Don't think phone appointments are great at discussing the issue or finding a way forward

The physio was excellent and assessed and reassured me. Only slight improvement could be I had to wait for physio to come and take me through for about 5 or 10 minutes where people were passing me to get to the toilets.

He put me at ease straight away. Very professional good listener explained everything well and completed a examination and asking me to perform short exercises whilst sat down. Gave me exercises to complete at home ready for my next appointment in a few weeks. First class service

Quick Helpful detailed advice and excercise plan. Jen answered all my questions and addressed current issues. Thank you

Michelle was very friendly and welcoming. She was patient and listened to everything I had to say. The examination was very thorough and the information provided was excellent.

This was a telephone video which I was very impressed with even though I don't normally 'do' FaceTime! I am extremely pleased with the treatment I have had from Johann and delighted at how much better I am.

Informational and good practical advise.

Informational and good practical advise.

I felt like I wasted my time going because all I got was pages of excersises to do at home. I got the impression that I shouldn't be there.

I felt very confident that my physiotherapist knew all about my condition and would be able to help me. She listened to me and I felt very supported and relieved to have some help with my painful foot.

It was very stressful as I could not understand what she was saying due to her accent, and she was did not speak very loud . Although she was trying to help me she was asking questions that was not answering my questions.

Highly informative

Convenient, helpful and knowledgeable.

Telephone appointment - helpful - caring - informative No improvement necessary

Covid precautions in place, including provision of sanitiser. Receptionist was quick and attentive. Physiotherapist was right on time, friendly, efficient and highly competent. I cannot think how to improve on any of this.

Excellent service and very helpful.

It was over the phone. Face to face is better

Andrew was very kind and understanding of my problem, and offered good advice

Informative and knowledgeable

I was listened to about my condition.

None

Had a phone consultation would have been happier to have had a face to face appointment so the physiotherapist could have seen my knee and given me more confidence they were dispensing the correct advice

Excellent service The physiotherapist was excellent Exercises were good Very supportive and knowledgeable

The therapist was very thorough and informative

Sophie was knowledgeable, caring and friendly. She showed me new exercises and explained everything fully

We have only spoken over the phone as awaiting for our appointment at Alfred Bean. Lucy who assessed my husband's problem was very helpful and courteous which was very reassuring. We look forward to our appointment.

Great help as always Thank you so much You are amazing

Physio seemed knowledgeable. I felt in good hands.

Won't listen to what I say

Took time to listen and to explain. Very empathetic which helped to put me at ease.

It was good to have a proper appointment rather than a telephone one. I feel like the stretches are now tailored to my needs and will hopefully resolve my problem.

I felt the lady I was speaking to was very thorough, polite and helpful.

Very helpful knew what my problem was straight away after struggling to get snsi since last August.

Very understanding sooner second appointment would have been better

I was 100% happy with the consultation. I've now started the new exercise regime to try and free my frozen shoulder. Two of the new exercises are quite painful but I'm going to persevere for a, few weeks as my shoulder is more mobile.

I was 100% happy with the consultation. I've now started the new exercise regime to try and free my frozen shoulder. Two of the new exercises are quite painful but I'm going to persevere for a, few weeks as my shoulder is more mobile.

Jen was very informative and had a pleasant manner.

The physiotherapist was not judgemental..was understanding..could answer all my questions and had alternative suggestions to try and solve my problems. They were very thorough but concise in their appraisal and recommended therapy. They had a confident but empathetic approach.

Gary Bradley - Gary was patient, caring, helpful and informative. He took the time to fully assess my problem, and explain what was wrong, and how to rectify it.

Michelle was lovely...

The therapist was very patient and knowledgeable and gave me very good instructions and advice.

Gary Bradley - Thanks to Gary, I am now walking and doing everything I was doing before the injury. Thanking him again.

ERCH - Jen De Laney was amazing - patient, calm and supportive, gave excellent advice that has enabled me to improve my mobility. I found that she listened and gave exercises that were highly appropriate. Excellent service and approachable.

Gary Bradley - Very good explanation and making me look at my posture and how to improve my way of thinking to improve my pain, looking not just at my back but other contributing factors which also impact on the pain. Very good.

Bridlington - Extremely pleasant and informative.

Bridlington - It was very informative and helpful. Wouldn't or couldn't improve on this.

Explained everything thing to me and answered every question had . No improvement required .

Johann was very thorough explaining the X-ray's also taking me through all excercises. Many thanks to him, no complaints at all. Olwen Wood

Physio was very pleasant and gave me some help as yo progress from now.

Physiotherapist Michelle demonstrates a highly skilled and confidence building service. CShas a very friendly countenance .

Everything was clearly explained and helpful.

Gary is very professional and knows his onions. It's 7 weeks today that I had my knee replacement and I'm struggling as I only came last week for my 1st treatment. I've had shingles post op and have been very unwell. I do have an issue with bending my knee and the surgeon has said it may require my going back into the hospital under anaesthetic to straighten it. I would give Gary 10/10 for his knowledge and manner.

Clearest explanation of my condition I have ever been given. Great relief that problem is muscular rather than skeletal (osteoporosis not the cause). Effective exercises recommended.

Alex was very experienced and put my mind at rest

Advice given was good and email exercises was received promptly

Everything was explained clearly and made clear what we needed to do

Great service polite and professional lady named Allison who I saw gave me a more positive outlook

Gary was very informative about my back pain. He made sure he understood my daily life and talked through what lifestyle changes I needed to make. He explained the results of my MRI and made it really understandable and then talked through what exercises were working and what could be added to further improve. I left feeling informed and empowered to understand and be able to manage my back problems.

On time at every appointment. Clear advice and follow up email with exercises. Measuring of progress with a goal to achieve for next time. Knowledgeable, professional and I had confidence in them and their advice. It therefore helped me to progress.

Very useful information given and explained clearly. No improvement needed

Just one item to note in that Norton Anti Virus regards your website as a suspicious site. Other than that the process was easy to use and your response quick off the mark.

I felt that I was listened to and the exercises were explained clearly to me. Happy with everything.

Was very professional and understandable of any questions I asked. I was completely satisfied with the service

Very friendly physiotherapist

Sophie has been very helpful and efficient at all the visits I have had for physio to my total shoulder replacement joint. I feel it has improved with each visit and thank you for the care I am receiving.

Excellent service with a physio that took time to listen and advise

Not had anything today

Physiotherapist (Lucie) was very professional, patient and thorough. Exemplary. Closer integration and sharing of Best Practice with other services such as Pain Management Service would be helpful.

Physiotherapist (Lucie) was very professional, patient and thorough. Exemplary. Closer integration and sharing of Best Practice with other services such as Pain Management Service would be helpful.

I had a very positive experience during my consultation with Allison, and have a plan moving forward with my problem which include specific exercises aimed at improving my symptoms, (which were emailed to me straight away) and then further options were discussed if it doesn't improve over a period of time and how to make contact if I need to again. The phone call came at the arranged time Allison was very professional and reassuring

Lucie continued to be supportive throughout my many appointments, listening intently to my concerns and thoughts. At each appointment Lucie was professional, reviewed the previous remedial exercises and made recommendations to advance my treatment with the aim of restoring the use of my arm and shoulder. Lucie would discuss the exercise, demonstrate the exercise and then observe and review my attempts then comment accordingly. I am extremely grateful for the extended time that has been given to helping me to be able to return to making good use of my arm and shoulder. Thank you and kind regards, Andy Desmond

Physiotherapist was very thorough with questions. A physical examination would have proved an exact diagnosis. I do understand the Covid-19 distancing.

My visit was very good. Sophie is very professional and I have got on with her very well. My progress has been good.

My visit was very good. Sophie is very professional and I have got on with her very well. My progress has been good.

Efficient service. Professional and friendly.

Alex was very polite & professional. She had a very good understanding of my problem. Alex was very informative & knowledgeable about my condition & circumstances. It was very convenient to do a telephone consultation. Excellent.

Physio was very helpful and answered all my questions to put my mind at rest.

Friendly knowledgeable physio. Clean environment.

Prompt response

The staff from Front Desk to the physiotherapist are very kind and helpful. I have anxiety issues and my physiotherapist has been very kind in putting me at ease and making things as easy as possible for me.

Nothing

Nothing

Listened and understood issues. Provided good advice and clarity.

It was very informative and helpful and I don't think anything could be improved. The young lady was very kind but efficient.

Prompt appointment after initial referral from Orthopaedics. Lucie was excellent with my daughter giving good advice and demonstrating the exercises and then getting her to do them. She was an excellent role model - articulate, great people skills, firm but fair. My 15 year old daughter willingly did the exercises and listened to every word Lucie said. She is making great improvements with her movements and now has a lot of ongoing exercises that she can do. Thank you so much. .

Person I spoke to was very helpful

It really helped seeing how the exercises needed to be done far better than just a picture

Gary knew what he was doing

There is nothing to improve the staff are always friendly

Extremely knowledgeable, helpful friendly and efficient. Many thanks for the amazing service and advice received today.

Every thing was explained and what I could expect to get from physio appointments. Pain and end results if exercises were kept up. The pain felt with them would be worthwhile in end. Garry explained everything thoroughly and patiently

Everything was explained to me. And demonstrated what movements I needed to do.

The time spent to understand the physical problems. The thoroughness of the exercise programme. The empathy shown

I was given good sound advice and help from Gary

Sunita was very thorough and her explanations about what she found were very helpful. I felt well looked after and hope to see improvement with the exercises she has given me.

Friendly lady. Concise helpful information. Listened to me and asked questions that were relevant.

Polite respectful informative. Needs no improvement.

Sorted some exercise for shoulder and given a follow up appointment.

Alex, my physiotherapist was really good, very friendly and professional... she helped me understand my condition and gave me excellent advice on how to move forward and help myself to a better fitness level

An expert series of questions led to the confirmation of diagnosis. Very well articulated, understanding and polite. Instructions and advice continued, concluding with exercises being emailed. A reassessment offered if expected improvement not achieved in timescale.

Good

I feel I should have asked more questions at the time but didn't realise till too late. I feel I will need to come back within 8 weeks to clarify some points. I was given a clear explanation of what was likely to be wrong and exercises were demonstrated and came promptly by email.

It helped me a lot today and I feel happier that I'm making progress with the kind help I am getting, many thanks

It helped me a lot today and I feel happier that I'm making progress with the kind help I am getting, many thanks

More physical examination of problem area

Was nice to be seen. Need a better system on arrival as no one came out and queing outside

Covid safety excellent, polite staff member, sought lots of info to diagnose & assist, very patient.

Professional, concise and informative.

I didn't have to wait my appointment was on time the lady was very good put me at ease she was very friendly and knowledgeable she knew exactly what my problem was and how to treat it. I was very pleased that at last someone knew what was causing me discomfort and how to treat it.

Very thorough questioning and chat regarding what could be done to help the condition

Very thorough verbal questioning and chat regarding the issue and what could be done to help it.

My consultation was very thorough and very helpful, no improvement needed

Great communication and explanation, very informative, good outcome from appointment

Overall good experience, thank you

A very helpful consultation.

Physio listened to my concerns and dealt with the issues and made a referral for me to a podiatrist. Discussed treatment in an easily understandable manner. Appt was prompt and efficient. Social distancing guidelines abided by and hand sanitising

Very informative with a thorough discussion about the causes and actions to be taken to build up strength and reduce pain. Very friendly and caring manner and felt like I was being listened to for the first time without being dismissed.

The physio was helpful with her advice and is referring me to the gym

My physiotherapist is the nicest empathetic caring lady whilst maintaining Professionalism. I'm making steady progress which my physiotherapist is happy with. Amazing service.

Very helpful, clear treatment and instructions from the physiotherapist, followed up with printed exercise sheets for me to follow at home.

The lady did a thorough assessment. No treatment given other than issued exercises. So no difference made at the moment. For example When I got chiropractor they do treatment at the appointment to give relief and help the problem.

Very helpful and listened when trying to describe pain that I didn't know how too

Telephone appointment was on time and very beneficial and helpful

Physio was friendly, knowledgeable & put me at my ease

Seen promptly, friendly physiotherapist and next appointment set up by phone so that I don't miss work unnecessarily.

The physio asked a lot about the background to the problem I am having and thoroughly examined me. She suggested some exercises to help and gave me some advice for making things easier and not aggravating the injury

Call came at time expected and was listened to and asked appropriate questions regarding problem. Just waiting for appointment now for face to face follow up.

Johan explained about my diagnosis, and offered a range of exercises to help Too early to say if it's worked!

Clear explanation and guidance of potential issue and solution.

Sophie is very friendly and professional at the same time. She has a difficult task but I always leave the appointment feeling motivated to move on to the next stage, the fact that I can actually type this long message with my right hand which is my broken hand, is testament as to how good she is. Thankyou Sophie

I understood every thing i was told clearly and the physio showed me extra exercises that made sense .

Brilliant. Very informative. Excellent service.

Very friendly and helpful from Lucy.

Very friendly and helpful from Lucy.

Fantastic does not need improving at all

My appointment was on time. The therapist was very polite. She took time to explain my injury. She showed me my exercises and made me do them. Very helpful

The physiotherapist was excellent. The process in getting to see her was poor. A face to face appointment with her sooner would have been very helpful.

Alex is wonderful. She listens, puts you at ease and is hard on you when you need it but in a kind way. I honestly feel on the road to recovery and that I will be back to being totally pain free soon. Lots of advice and I always leave smiling. I will miss the sessions.

Sophie was very good. Helpfull and understanding. No improvement needed.

Very helpful and friendly

Was seen on time , lovely friendly physiotherapist who explained how to increase movement in my arm clearly and concisely , thankyou

Seemed to have a good knowledge of my condition and how to progress to further action to improve it - confident and re-assuring.

I found the Physiotherapist , calming , understanding and caring . She put my mind at ease with the explanation of my problem

The physiotherapist who I seen was very pleasant and knowledgeable you could not ask for any better.

Wasn't a visit; phone call. Very helpful and friendly

Very helpful and understanding. Seen on time and did not feel rushed.

Nothing really

Sophie explained everything well well

Easy access. Good parking. Nice hospital. Felt Covid safe. Friendly, thorough and informative physiotherapist. Made to feel very comfortable.

Helpful and positive.

I feel very fortunate to have face to face physio during Covid. It's making a big difference to my recovery. Thank you.

Very efficient and good advice.

Didn't try and push me to far and told how to do it at home. Also made me an appointment for next month while I was there. Made sure I knew what I was doing.

Felt that clinician concentrated on me for the whole hour and was thorough. I thought an x-ray may have helped with the diagnosis.

Very good nurse was excellent

It was a telephone call and I would prefer to actually see the physiotherapist.

Alex explained everything so I could understand what was going on. Excellent treatment.

Very friendly, knowledgeable physio. Made me feel very comfortable and also explained things in a simple way without lots of jargon. Really pleased.

NHS Continuing Healthcare Summary

Number of responses: 0

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

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

Night Care Service (EOL) Summary

Number of responses: 0

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

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

OccWellbeing Summary

Number of responses: 0

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

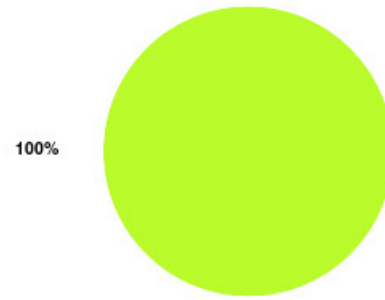
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Oral Health (SH) Summary

Number of responses: 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

1. Do you feel that this training session has been valuable to you within your role? If so, please give an example. Yes very, it will help to find a local dentist and has given me insight into how oral health effects the wider determinants of health 2. What part of today's session did you find most useful? The idea of where the Oral Health Team can be supported in the wider organisation and of the vast ranging work being carried out by such a small team with such a huge inequality to work on in the town. 3. Do you feel that you have received appropriate information? Yes pitched just right 4. Do you feel that you are able to put this learning into practice? If so, how? ...Yes I can signpost to local dentists, explain the importance of oral health and explain the pricing structure ... 5. Would you like to make any further comments? Many thanks and well done for all the work you are doing. Overall, how was your experience of our service? Very good Good Neither good nor poor Poor Very poor Don't know x

1. Do you feel that this training session has been valuable to you within your role? If so, please give an example.Yes. Useful to be able to flag up the importance of oral health and its impact on general health when talking to patients and to have information on where they can get help. 2. What part of today's session did you find most useful? All of it. In particular, the information on how oral hygiene affects cardio-vascular health and top tips on brushing teeth. 3. Do you feel that you have received appropriate information?Yes. Thank you..... 4. Do you feel that you are able to put this learning into practice? If so, how?Yes - for own personal use and also as and when meeting the public, where appropriate. 5. Would you like to make any further comments?Thanks very much for an informative sessions.....

Very important for me as a line manager to know my staff have a greater knowledge of signposting options Very informative session, delivered by a knowledgeable colleague

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% |

Out of Hours Nursing (East Riding) Summary

Number of responses: 0

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

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

Out of Hours Nursing (EOL) Summary

Number of responses: 0

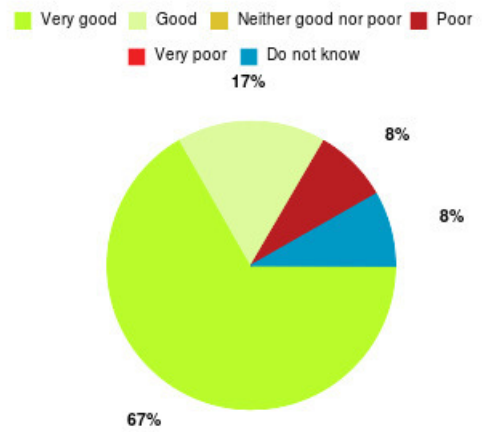
| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 0 | 0.000% |
| Good | 0 | 0.000% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

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

Pain Management - ER & VoY Summary

Number of responses: 12

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 8 | 66.667% |
| Good | 2 | 16.667% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 1 | 8.333% |
| Very poor | 0 | 0.000% |
| Do not know | 1 | 8.333% |



| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 10 | 83.333% |
| Very poor & Poor | 1 | 8.333% |
| Neither good nor poor & Do not know | 1 | 8.333% |



Comments

On time, greeted by a friendly nurse and the consultant was very kind.

Confidence in staff ; procedure carried out quickly limiting pain.

In and out quickly. Very kind and considerate. Nothing was too much trouble.

Consultant very nice polite. Explained everything so I could understand

Make this form ov a size that can be read, otherwise excellent service

The doctor put my mind at ease and talked me threw everything I needed to know, I just hoping it is as easy to get the 2nd lot ov injections and not wait as long

my application went OK but I did not get any treatment as the doctor thought it would do me more harm than good. I have been given the treatment before.

Dr Gathwaite is excellent. She always takes the time to discuss the trigger points procedure and answer any questions. BUT I couldn't have the steroid part of the treatment because I was not told about shielding before or after so I had to take the option of a less affect treatment.

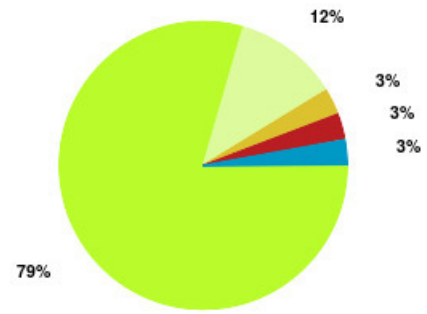
Toilets not available for use.

Pain Management - Hull Summary

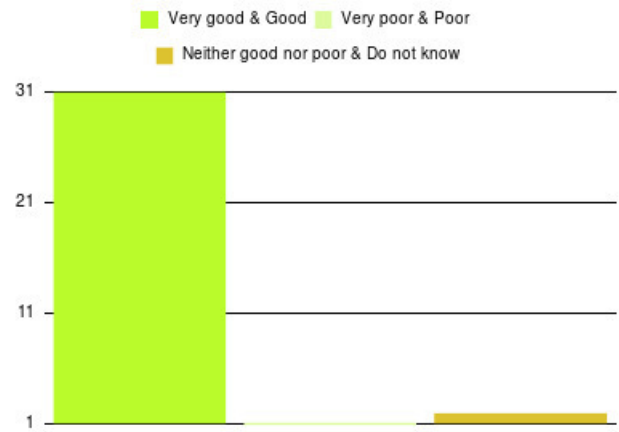
Number of responses: 34

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 27 | 79.412% |
| Good | 4 | 11.765% |
| Neither good nor poor | 1 | 2.941% |
| Poor | 1 | 2.941% |
| Very poor | 0 | 0.000% |
| Do not know | 1 | 2.941% |

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



| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 31 | 91.176% |
| Very poor & Poor | 1 | 2.941% |
| Neither good nor poor & Do not know | 2 | 5.882% |



Comments

Leane was very informative of things happening and advice if any problems I am able to get in touch. Cant think of anything to be improved.

Advice updated regarding exercises and stretches, discussed follow up from face to face appointment,

Very good and helpful put us at ease hope to go again Bernard o rourke thank you

Very satisfied

Well it was just a telephone conversation and once I had explained what pain I was in the person on the phone just told me that I should speak to my gp about my medication, but it was the gp that referred me to the pain clinic in the first place. So I feel like I am going round in circles and that nobody wants to actually help me.

I was happy to get a long enough appointment to discuss my issues in detail, and the nurse was very friendly. However most of the appointment was taken up with rating symptoms and the impact of pain out of 10, which is incredibly difficult to do and felt completely arbitrary. I understand the desire to quantitatively measure such things during needs assessment, but when most people's responses to those questions will be subjective and will therefore not reflect the reality of their experience it makes the process feel dehumanising. Instead of asking for numerical answers could clinicians instead have an open discussion with the patient about what they need and what options are available to them?

So happy to get the injections which help with my pain.

Bryn carried out a very thorough assessment of my needs for pain relief and gave me some exercises to do , on the follow phone call the exercises hadn't worked so he put me down for the next treatment . Very helpful and reassuring couldn't ask for more .

The service was excellent and thorough

Therapist i saw was very kind and helpful. Listened to what i had to say. Gave me some stuff to work on and explained why it might help. I get frustrated when physios give you stuff to do but don't explain how it might help and how the exercises work different areas.

Nothing they were very professional

I've been in pain for a very long time. Years. Since talking and having a one to one contact with Bryn Oliver, I'm now in much less pain and are at to maintain that and keep the exercise programme running together with pain relief. I'm so much happier as a result.

Very reassuring. Answered the question given. Pleased with the overall service.

Was quick and very good

Julie - New Green - Very comfortable with nurse, put me at ease. Made me feel I was not alone in what I am going through.

Julie and Vicky B - New Green - Welcoming, understanding, easy to talk to, and listened well, very helpful. Both were amazing help.

The member of staff was ultra professional

All of the exercising is done to suit my own needs. This has been great and Jay has been brilliant in explaining it all very well.

I was talked through the procedure, all the things that may happen I was asked how I would get home and to rest before I went home. Very helpful and calm throughout.

I SAW ALISON WOODHEAD, A LOVELY LADY ACUPUNCTURIST, WHO WAS VERY FRIENDLY AND EASY TO TALK TO, ALTHOUGH MAINTAINING A VERY PROFESSIONAL APPROACH AT ALL TIMES. EVERYTHING ABOUT MY TREATMENT WAS EXPLAINED TO ME FULLY AND I WAS CONSULTED AND KEPT INFORMED OF MY PROGRESS. WHEN I FIRST WENT TO SEE ALISON I WAS IN GREAT PAIN MOST DAYS WITH ARTHRITIS IN MY LEFT WRIST AND HANDS BUT AFTER ONLY 2 SESSIONS OF THE ACUPUNCTURE I WAS IN MUCH LESS PAIN AND HAD MUCH MORE MOVEMENT IN ALL OF MY FINGERS AND ESPECIALLY MY LEFT THUMB WHICH I HAD BEEN HARDLY ABLE TO MOVE AWAY FROM MY INDEX FINGER WITHOUT EXCRUCIATING STABBING PAINS TRAVELLING UP FROM MY THUMB TO MY WRIST. ALISON CHARTED MY PROGRESS EACH WEEK AND WE WERE BOTH ENCOURAGED BY MY RESULTS. AS MY TREATMENT WAS FOR ONLY 6 SESSIONS ALISON GAVE ME MORE INFORMATION ON WHERE I COULD GET FURTHER HELP IF MY CONDITION BEGAN TO DETERIORATE IN THE FUTURE AND ANSWERED ALL MY QUESTIONS FULLY. I COULD NOT HAVE RECEIVED BETTER CARE AND TREATMENT ANYWHERE . I SHALL MISS MY THURSDAY ACUPUNCTURE SESSIONS WITH ALISON AND WOULD HIGHLY RECOMMEND HER ACUPUNCTURE SERVICES TO ANYONE SUFFERING ACUTE PAIN. TO ME , SHE IS A STAR. THE ONLY WAY THIS SERVICE COULD BE IMPROVED IS IF THE NUMBER OF SESSIONS COULD BE INCREASED. THANK YOU ALISON WITH GRATEFUL THANKS SHIRLEY MILLER

Never had a phone call and I've never had a call back, still waiting for pain management to get in touch with me.

I felt like she understands and ceerer it was my first appointment

Had a telephone consultation with Dr meme and she is such a lovely person, listens to you and goes through every thing with you regarding your problems, very thorough and very understanding. Lovely lady.

Couldn't do enough for me from start to finish and throughout found their expertise exceptional.

Couldn't do enough for me from start to finish and throughout found their expertise exceptional.

I felt that the information was given very clearly & Leanne was sympathetic . I finally feel that there is some help with my pain of many years. It has given me hope of a better future. Thankyou.

I actually feel listened to for the first time ever. I was treated respectfully and without judgement

Excellent

On time. Treated with respect. All excellent.

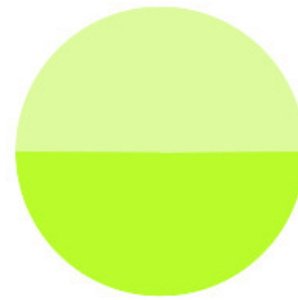
Parkinson's Hub (ICC) Summary

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%



50%



Comments

I was amazed at the wonderful centre. The doctor and everyone concerned just could not be bettered. Well done NHS.

Very pleasant and calming experience, the Jean Bishop Centre is an 'oasis of calm' in a very busy world. Nothing seems to be too much trouble. The medical team seem to take their time with each patient and plenty of information is available. The home visits from physio is also gratefully received. Thank you.

PAUL for Brain recovery Summary

Number of responses: 0

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

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

Pharmacies Summary

Number of responses: 0

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

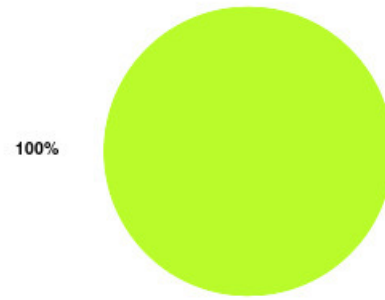
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Phlebotomy - Withernsea Hospital Summary

Number of responses: 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

Professional and efficient.

The best phlebotomist I have ever met. Absolutely perfect technique. My wife agrees. If Caroline can do it so well - why can't the rest?

Caroline, the nurse who took my blood is the only person that can take it FIRST time without hurting, she is marvellous.

Prison Healthcare: DART (Hull) Summary

Number of responses: 0

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

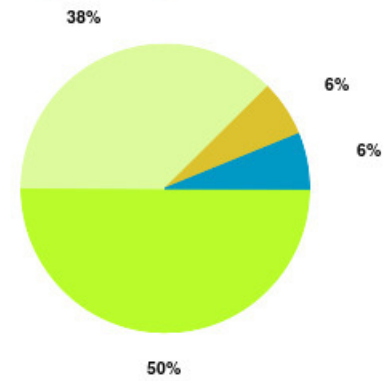
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Prison Healthcare: DART (Humber) Summary

Number of responses: 16

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 8 | 50.000% |
| Good | 6 | 37.500% |
| Neither good nor poor | 1 | 6.250% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 1 | 6.250% |

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



| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 14 | 87.500% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 2 | 12.500% |



Comments

DART PRESENTATION Good to dispel some of the myths regarding methadone and the user.

DART - UPSKILL Very informative, a lot to consider when working with prisoners in the future.

DART - UPSKILL Very interesting chat about methadone and learnt some things that I didn't know. Also good to relay the officers side of things and inform DART how methadone withdrawal effects day to day activities on the wing.

DART - UPLIFT Good knowledge of subject regarding methadone and effects it can cause people emotionally and physically.

DART Informative and interesting.

DART Terry was very informative, was a pleasure.

DART Was very informative.

DART - TERRY Interesting information and myth busting topic.

DART - LISA Everything Lisa worked with me helped work on myself and my alcohol misuse. I am being released very shortly and never felt so ready for life. She helped me get some medication to help with the alcohol and she always asked if I'm OK. Honestly, she deserves a medal. Thank you

DART I'm really grateful for all the help I've been given to me by the DART Team. I can't thank Lisa enough as she has gone above and beyond in getting me a place in Rehab for release. She has worked hard to help me with Education work and everything I've needed help with. Thank you.

TRACY A prisoner on N wing approached me to pass on his best wishes to Tracy. Prisoners has recently had a bereavement and Tracy gave him great support. He found her caring and attentive. He said she made a big impact on how he was feeling.

DART - Paul Banyard Paul really does do a good job. What I like about him is he says it how it is and he gets straight to the point. He doesn't sugar coat anything. He's funny and he's kind. He really does see the best in people and he honestly really wants to help me and others. He's confident and he doesn't put any pressure on me to do anything I don't want to. I feel safe in his company and he puts me at ease and he always makes me laugh and he shows me respect, always. So Paul, thank you for your help and support and I wish you all the best in the future. Keep up the good work and keep smiling mate.

DART - LISA DART staff always willing to help and support. Place to be if you are willing to change.

DART - LISA Thank you to DART for helping me with my drug problem and thank you to Lisa for all the help.

DART - Lisa The DART team are fantastic and are really helpful. I could have not got a better worker in Lisa! She has been amazing and done all she can for me upon my release. Now I have the tools I need.

DART - Lisa Getting drug free and working with Lisa has really helped me. She helped me get things sorted from education to pretty much everything. I've been lucky to have Lisa as my Key Worker. I feel there could be more groups even considering there is a pandemic of covid.

Prison Healthcare: Dental (Hull) Summary

Number of responses: 0

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

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

Prison Healthcare: Dental (Humber) Summary

Number of responses: 0

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

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

Prison Healthcare: GP (Hull) Summary

Number of responses: 0

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

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

Prison Healthcare: GP (Humber) Summary

Number of responses: 0

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

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

Prison Healthcare: Mental Health (Hull) Summary

Number of responses: 0

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

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

Prison Healthcare: Mental Health (Humber) Summary

Number of responses: 0

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

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

Prison Healthcare: Primary Care (Hull) Summary

Number of responses: 0

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

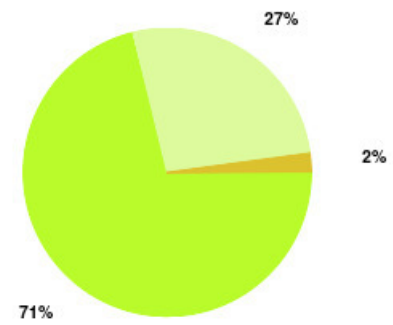
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Prison Healthcare: Primary Care (Humber) Summary

Number of responses: 45

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 32 | 71.111% |
| Good | 12 | 26.667% |
| Neither good nor poor | 1 | 2.222% |
| 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 | 44 | 97.778% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 1 | 2.222% |



Comments

COVID VACCINATION The nurses were great in explaining the vaccine and it wasn't painful at all.

COVID VACCINATION Went really well.

COVID VACCINATION Brilliant service.

COVID VACCINATION They gave good information about the jab so I was pleased. Good job.

COVID VACCINATION QUICK AND NOT PAINFUL

COVID VACCINATION It was quick and easy. I don't think it could be improved.

COVID VACCINATION No comment

COVID VACCINATION Thing that was good was getting the jab.

COVID VACCINATION Made me feel at ease and didn't feel a thing from the needle.

COVID VACCINATION I found it very calm and pleasant.

COVID VACCINATION It was OK

COVID VACCINATION Very friendly.

COVID VACCINATION Very good.

COVID VACCINATION Quick and easy to be done.

COVID VACCINATION Staff was fine and felt comfortable.

COVID VACCINATION Very professional. Was made to feel relaxed.

COVID VACCINATION Nothing could be improved. Happy with how everything got explained and done.

COVID VACCINATION Very good

COVID VACCINATION Everything went smooth. Good service.

COVID VACCINATION Great work, team!

COVID VACCINATION

COVID VACCINATION Very helpful. Hopefully, everybody will be seen to.

COVID VACCINATION Nothing to be improved. Quick and efficient.

COVID VACCINATION Staff were nice and helpful.

COVID VACCINATION Very supportive.

COVID VACCINATION I feel better knowing I've had the jab. Not worrying as much.

COVID VACCINATION The ladies were extravagant - yay I'm good.

COVID VACCINATION Good

COVID VACCINATION Visit was OK, both done a brilliant job.

COVID VACCINATION Very helpful as I did not want it to start with.

COVID VACCINATION Quick

COVID VACCINATION Calm and reassured.

COVID VACCINATION All good - no improvements needed.

COVID VACCINATION Informative and helpful with answers to my questions.

COVID VACCINATION Kind and reassuring - good experience.

COVID VACCINATION Friendly staff.

COVID VACCINATION Made me feel calm as I have a fear of needles.

COVID VACCINATION Staff made me feel at ease :)

COVID VACCINATION Very easy, didn't hurt at all.

COVID VACCINATION Nice and friendly.

COVID VACCINATION Made me feel very relaxed. Gave me all information I needed.

COVID VACCINATION Yes it was good, they did alright.

COVID VACCINATION Nurses were pleasant and gave me advice.

COVID VACCINE Very informative to help me make a decision in having my vaccination.

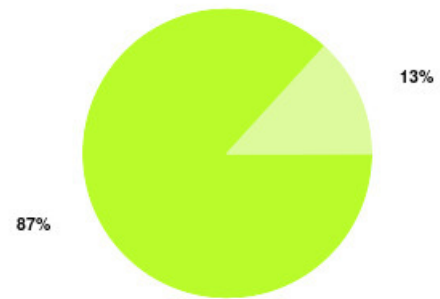
COVID VACCINE The staff were fantastic and Tracy and her helper put me at ease as I am worried about the blood clot. I feel better for her reassurance. Thank you.

Pulmonary Rehab Summary

Number of responses: 15

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 13 | 86.667% |
| Good | 2 | 13.333% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

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



| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 15 | 100.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |



Comments

Physiotherapy - Hull - I found the team were very nice and helpful in every way. Always had time to talk through every exercise and listen to what I had to say. I found them very professional.

It was the support over the phone and the help and advice, which could not be bettered.

Physiotherapy - Excellent service from Debbie, she phoned when she could, and gave me lots of encouragement and tips. The video is really quite good, except the music changes could be at the end of the exercises not in the middle of it. It throws your concentration. Also, the physiotherapist gives wrong timings, says you are almost finished when you still have 5 minutes to go. Overall, had a great experience.

Physiotherapy - I enjoyed (if that is the right word) this 6 week course. Debbie's weekly call was very motivational, she talked me through how it's ;ok' to get out of breath and how to cope when I did. My goal was to go for a walk with my husband, and I did :) (1262 steps). Thank you Debbie!

Physiotherapy - I found the rehab very beneficial, instructions on exercises very well explained. I had a chest infection at the start of rehab but the physios managed my exercises to still help me. Also, it has got me being more into exercise. Very good.

Received booklets after assessment over the phone. Very clear and concise. No exercises included.

It's got me exercising at home. It's been really good.

I have put 'Good' because face to face would benefit me more, the service gave me more motivation to carry on exercising. I am waiting for classes to open up so I can get info from face to face specialist and hopefully meet other people with the same condition as me.

The rehabilitation is always very good - except due to Covid 19. Would rather have gone to venue, of course this was unavailable which was understandable. Debbie was very good when she rang me. Thank you.

JB ICC - I found it very helpful, every session left me motivated. All very good. Many thanks.

Jean Bishop ICC - Regular phone calls and updates. Gave me peace of mind.

Physio - They were very good and listened to me; I can't fault them at all.

Doesnt feel anything could be improved has been given everything i need.

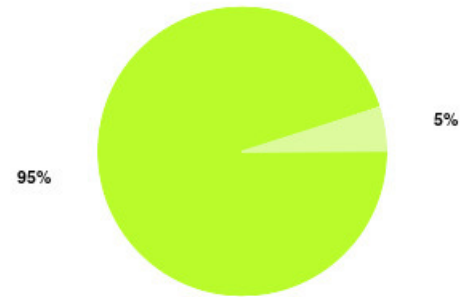
The one to one was very good. It was at my pace. I thought it was better than a class, Staff answered any questions. I would give the staff 10 out of 10.

Pulmonary Rehab (East Riding) Summary

Number of responses: 20

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 19 | 95.000% |
| Good | 1 | 5.000% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

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



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



Comments

Castle Hill - The service received from the pulmonary team has been excellent, informative, relevant and helpful. Susanna and Mark have been punctual with calls, polite, and a pleasure to work with.

Although I knew exercise was important, I found it difficult to get into a routine. I did a little each day, there was no structure. The service really encouraged me not only to exercise but get into a routine, also breathing correctly and knowing my limitations, played an important part in the encouragement I received. All important with a happy friendly voice each week. Over the 12 weeks I have thoroughly felt much better in mind and body. When asked to post questionnaire I realised how much I had improved.

Interaction calls helped along way to making sessions work. Feel like it has improved my breathing.

For a start, I've learned how to breathe properly, it's given me confidence in myself and I've enjoyed doing the exercises. It has motivated me into wanting to carry on with the exercises. I think you've been brilliant Lorraine and I looked forward to our twice weekly calls.

Made a difference in confidence, breathing and gardening. I can also use the exercise dvd to continue.

"I've loved every bit of it, it's helped me to help myself to realise how to cope with my condition. It's been marvellous. You've been great and you've helped me.

This service is a good route to feeling fitter and I'm sure it's improved my lungs a bit as I do the exercises more easily and my daily walks are easier to do without getting out of breath. The weekly phone contact is a good reminder/catalyst to achieve my aim of doing them 5 times per week.

Staff are very good at keeping me calm and answer any questions. Just wish it had happened earlier into lockdown. It's been very helpful and exciting to know someone will be calling me to have a chat. The exercises are good but hard work on the lungs and knees to start with. Keep smiling and all the good work.

I don't think I could be better served than the way I was, in present conditions. The team work was as good as you could get. I appreciated this.

It was excellent . I really enjoyed the pulmonary nurse Lisa face timing me & going through the exercises with me because when you're alone i sometimes dont get the motivation to do them by myself . I just wish it didnt have to stop after a few weeks & would carry on .It has made my overall health better .

I was on the virtual telephone programme and found that my supporter made it very easy to understand and complete. I would recommend this programme to anyone. Thoroughly enjoyed weekly exercises and i have seen a great improvement in my condition, which I will shall continue to use in my daily life. I will take away experience and confidence to manage my condition.

Since doing the exercises I can now move more before getting out of breath. Exercising has also stopped me from getting trapped wind in my chest which use to make me breathless. I now exercise 3 times a week.

I would like to thank the team for their help and support as they gave me the motivating to start exercising again. Even though I could only use the app for the education talks and other information it has been very helpful. I found the app wasn't versatile enough for some of my needs, such as logging cycling exercise but overall I am very happy as I now exercise more regularly and my fitness level and breathing has improved.

Covered a lot of different things, such as the exercises. On the whole it has been good but would also be good if the paperwork could be condensed.

I would like to thank the team for their help. The exercises both from the sheet, dvd and team support are excellent. I can now control my breathlessness more and feel much fitter.

Feel improvement from doing exercises and helping with breathlessness.

If I was to do it again would have a later appointment. It has been helpful to learn exercises and will continue to do daily.

I have enjoyed this service and I am feeling so much better for it not sure for me if there are any changes to make I am really pleased that I have taken up the experience of this program thank you to Alison for all her help laughs and advice and for making me aware of issues that I had and will continue to work on them

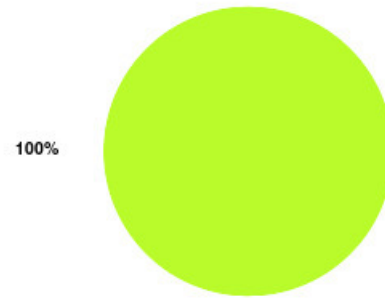
Liza was my Pulmonary nurse and she was excellent.....very encouraging and informed.

Rossmore Stroke Beds 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% |



Comments

I found it to be excellent, especially Teresa, Margaret , Yvonne and a make carer who popped in to see if I was ok every morning. I don't think anything needs improving as it was very good.

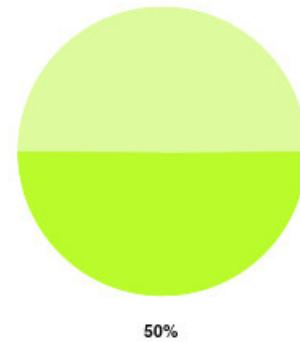
School Health + Summary

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

-got taught self control and better coping mechanisms - She (Vicky) actually listened to me with no judgement and created a safe place for me to open up about my feelings

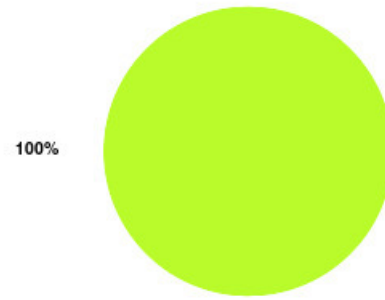
Vicky is very helpful and helped me with alot recently and sorts me out all the time and makes me feel better

School Nursing Summary

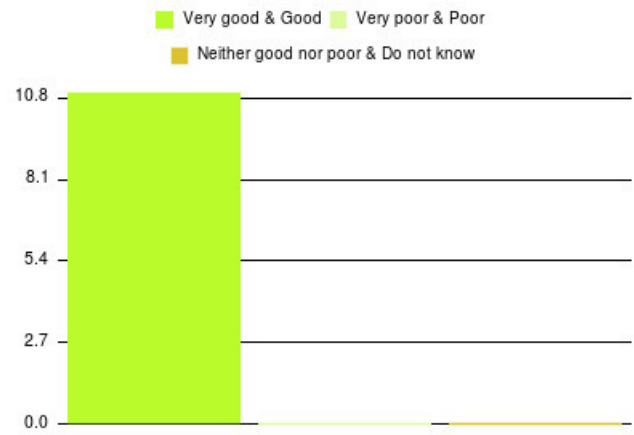
Number of responses: 11

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 11 | 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 | 11 | 100.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |



Comments

Jackie Stockdale works really closely with all the children and staff @ Merlin Bridge Children's home. Nothing is too much trouble for Jackie. She goes above and beyond. Her knowledge and expertise are invaluable to ensure our children are and stay fit and healthy.

Jackie Stockdale - Always very friendly, gets the kids engaged, very helpful and goes above and beyond.

Jackie Stockdale - Wansbeck - Jackie is very informative and has built up good relationships with the young people. The support we receive is second to none.

Jackie Stockdale - Always helpful and provides us with up to date information. Has a great relationship with young people.

Jackie Stockdale - Wansbeck - Jackie is always very professional and friendly with staff and young people.

Jackie Stockdale - Wansbeck - Jackie is just so lovely and caring. Makes it very easy.

Jackie Stockdale - Wansbeck - Very efficient and professional.

Jackie Stockdale - Wansbeck - Easy to chat.

Jackie Stockdale - Excellent communication.

Jackie Stockdale - I can have my own say.

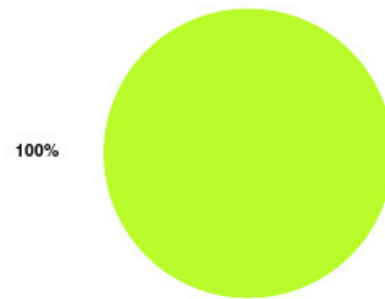
Jackie Stockdale - Excellent communication.

School Nursing - PHSE 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

Content was pertinent and organisers were clear and patient.

The organisation was great (both before and during the event) and the professionalism of the nurses delivering the sessions was spot on.

The staff worked well with the children and explained all aspects of the talk clearly and thoughtfully. Any issues that arose from the children were dealt with quickly and effectively. A very well presented session. Thank you.

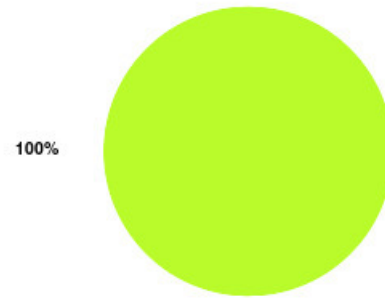
well structured lessons with good level of information

School Nursing - School Screening 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

It was well organised. They had children individually and worked through them quickly. All staff were friendly towards the children so that they felt comfortable. They also checked that they had measured/weighed all children. The staff also complimented on how well the children behaved whilst going into the hall.

Everything was organised and done in a covid safe way. No changes need to be made.

Sexual Health - Erectile Dysfunction (East Riding) Summary

Number of responses: 0

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

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

Sexual Health - Erectile Dysfunction (Hull) Summary

Number of responses: 0

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

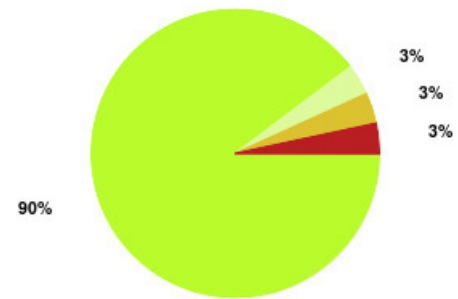
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

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

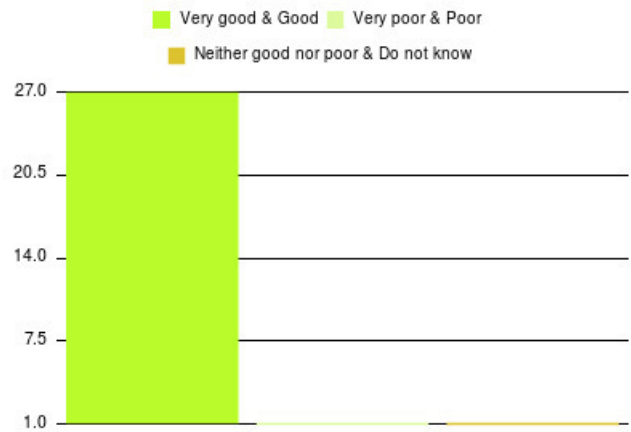
Number of responses: 29

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 26 | 89.655% |
| Good | 1 | 3.448% |
| Neither good nor poor | 1 | 3.448% |
| Poor | 1 | 3.448% |
| 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 | 27 | 93.103% |
| Very poor & Poor | 1 | 3.448% |
| Neither good nor poor & Do not know | 1 | 3.448% |



Comments

Bridlington - Difficulty finding, walking around for 20 mins as no staff available (no reception staff). Overall good experience.

Hessle - Quick and efficient service.

Hessle - Very friendly, professional and reassuring staff.

Hessle - Very patient and helpful.

Hessle - Absolutely amazing lady, spoke to me all the way through, and the support after was lovely. Thank you so much. Beverley - nurse.

Bridlington - I need a coil appointment. It took me ages to find someone as there was no reception. It's very confusing and made me late.

Driffield - Staff were very friendly and nice.

Driffield - Lovely, friendly staff. Made me feel relaxed. Nothing to improve on.

Beverley - Amazing service! I did not feel a thing! Grace was so gentle and professional, I have had 3 implants and this process was by far the best. Thank you!

Driffield - Second time seeing Helen, she is a very kind and knowledgeable. Wouldn't hesitate to use service again if I needed to.

Driffield - Friendly

Driffield - -Lovely nurse, very polite and relaxing. Professional manner, could not fault. Nothing to be improved.

Driffield - Lovely lady, very gentle, very professional, and would recommend that anyone saw her! Thank you.

Driffield - Lovely lady, very gentle, very professional and would recommend that anyone saw her! Thank you :)

Driffield - Friendly staff, efficient service.

Driffield - Quickly seen to, friendly and informative.

Driffield - Very helpful and made me feel comfortable. Thank you.

Driffield - Very good communication, made me feel at ease and relaxed.

Driffield - Quick and easy. Lovely service.

Driffield - Really nice and made it easier getting the implant.

V relaxed during examination. Very informative about examination and treatment choices.

Driffield - Nothing to be improved, very happy.

Goole - Abigail was amazing - put me at ease in a what could be, embarrassing situation. Thank you x

Hessle - Great!

Hessle - Quick, easy and comfortable. Nurse was informative and approachable.

Hessle - Super friendly staff - helped calm my nerves!

Hessle - Friendly and chatty. Very quick work - dead impressed.

Hessle - Very patient and very calming.

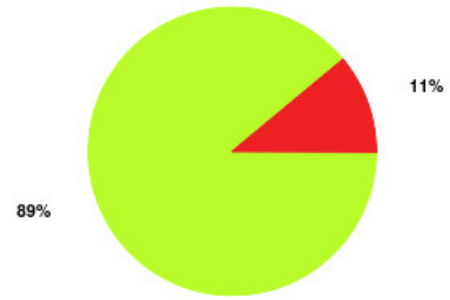
Hessle - Very good.

Sexual Health - GUM & Family Planning (Hull) 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 | 0 | 0.000% |
| Very poor | 1 | 11.111% |
| 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% |



Comments

Lovely lady, put me at ease throughout my appointment.

The security guard downstairs was very intimidating. Asked me what I was in for and sent me to wrong clinic. When I approached the lift he asked me what I was doing again and said that I could not just walk in. I said the doctor told me to come and he said that if that was the case I would have an appointment, huffed and then let me get the lift. I thought he was rude and his behaviour was unacceptable.

Very helpful and polite, couldn't ask for anything more. 5 star.

Excellent service - very reassuring and caring; always pleased.

Incredible nurse who put me at ease. Quick service; best experience I've ever had!

Seen by Caron Danagher. The woman who saw me was absolutely lovely, made the experience enjoyable as she talked and had a laugh.

I came for copper coil fitting. Helen was amazing. Careful and considerate. Brought Tonian in to be chaperone. Both lovely, friendly and put me at ease. Clearly both fantastic, and capable practitioners.

Ladies who provided emergency contraception were so helpful, sensitive and informative. Couldn't recommend more for being non-judgmental. Prior to this I was turned away from 3 pharmacies on the list provided by Conifer House as providing free emergency contraception - this is very poor!

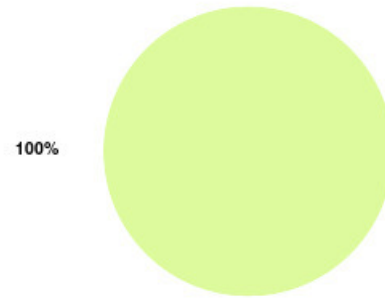
I attended Wilberforce health centre with my 16 year old daughter today for a copper coil fitting (for my daughter) I just wanted to feedback how absolutely brilliant the two ladies (sorry I can't remember their names) who treated her were. They were competent, caring, knowledgeable and put us at our ease. My daughter was quite nervous but there was no need. The ladies who helped us were amazing. I hope this message gets back to them with a big Thank you!

Sexual Health - Outreach (East Riding) 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% |



Comments

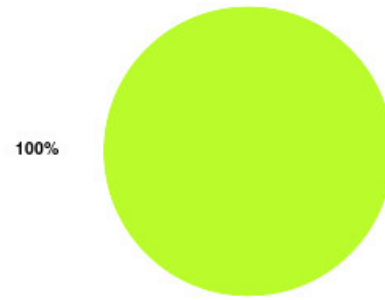
Bishop Burton - More privacy as it was next to the food queue.

Sexual Health - Outreach (Hull) Summary

Number of responses: 3

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

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



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

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



Comments

The nurse was extremely nice. Made sure I was alright and took my mind off it and staff really nice.

Comfortable and easy. Quick service. Kind staff - feel at ease.

Good, was seen to quick. Nothing to improve.

Sexual Health - Ultrasound (Hull) Summary

Number of responses: 0

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

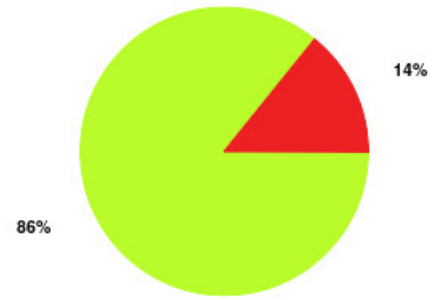
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Sexual Health - Unplanned Pregnancy Service Summary

Number of responses: 7

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



Comments

Very polite and nice to talk to.

Nothing needs changing.

Very polite. Very good advice.

Everything was explained well.

Very good, friendly, helpful and not judgmental.

Made me feel very relaxed :)

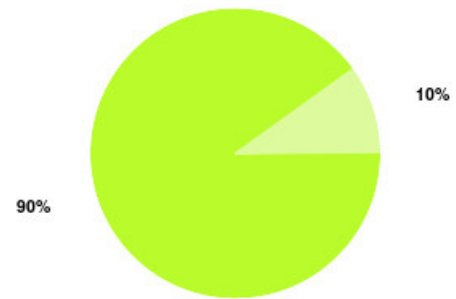
I received a phone call after struggling to get in contact with the service. I then received a phone call from a lady who was very insensitive and made me feel very upset. I feel this was discrimination because I have a mental disability. I am shocked and appalled at this service which is supposed to be for women in a vulnerable and difficult position. I left a voicemail on their system at 13:14 and the phone call I received was at 13:02. It is unacceptable to treat disabled people this way.

Sexual Health - Vasectomy (Hull) Summary

Number of responses: 30

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 27 | 90.000% |
| Good | 3 | 10.000% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

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



| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 30 | 100.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |



Comments

| |
|--|
| Dr Alli, Justeen & Tonian - Very nice people; very kind and calm. Thank you so much. |
| Dr Alli, Tonian & Justeen - Pleasant, and helpful. Nothing needs improving. All do a great job! |
| Dr Alli, Tonian & Vicki - Friendly staff; helpful. |
| Dr Alli, Tonian & Danni - Very friendly and helpful. |
| DR Alli, Justeen & Tonian - Perfect, thank you. |
| Dr Alli, Tonian & Dani - It was a nice time, people are very nice and experienced in what they do. |
| Very friendly, made me feel relaxed. Thank you. |
| DR Alli, Tonian & Danni - Relaxing environment, all things considered. Quick and efficient. |
| Dr Alli, Tonian & Danni - Quick, very understandable, friendly and professional. |
| Dr Alli, Michelle & Tonian - It was a very easy process and everyone, especially the doctor and nurse doing the procedure were great and made me feel calm and at ease. Thank you! |
| Dr Alli, Tonian & Michelle - Staff very nice. No, all good. |
| DR Alli, Michelle & Tonian |
| Dr Alli, Sarah & Tonian - Procedure went great, have no complaints! |
| Dr Alli, Vicki and Tonian - Made me feel at ease, explained each step as we went along. Felt no pain at all. |
| Dr Alli, Vicki and Tonian - I was nervous, but was massively put at ease by the doctor and the nurses with just continuous chatting, which massively took my mind off the whole procedure. All three are a credit to the NHS and if you could pick your Dr and nurses, it would be these 3. Thank you. |
| Dr Alli, Vicki & Tonian - Staff were very reassuring throughout the procedure. Always asking questions. |
| Dr Alli, Vicki and Tonian |
| Dr Alli & Tonian - Everyone was friendly and helpful with any questions I had. All staff were approachable. |
| Dr Alli, Tonian & Vicki - The team help you relax while doing the procedure. They engage you in a conversation to take your mind off. Made the procedure easy to go through. |
| Dr Alli, Tonian & Vicki - Nothing, everything was great. |
| Dr Alli, Tonian & Vicki - Professional, and friendly service. |
| Dr Alli, Justeen and Tonian - Strange feeling, medical staff were brilliant. |
| Dr Alli, Tonian & Sarah - Felt very comfortable during the op. |
| Dr Alli - Dr and Nurse both very informative of the procedure and aftercare. During the procedure both were very chatty and put me at ease. Was done in no time and was a very easy, and painless procedure. |
| Dr Alli - Highly recommend Dr Alli, he is an amazing doctor. I'm very grateful to him. |
| Dr Alli, Tonian & Sarah - Very friendly staff, made me feel very comfortable and at ease. |
| Dr Alli - Could not be any better. Very happy customer. |
| Dr Alli - Bedside manner of both doctor and nurse was fantastic, really helped as I was very nervous. Hade me laughing and took my mind off it whilst they operated. Thank you. |
| Dr Alli and Dani were fantastic. Really made my visit comfortable as possible and put my mind at ease at all times. Thank you. |
| Dr Alli, Michelle & Tonian - Everything was spot on. Very professional. Nice, chatty doctor and nurse. |

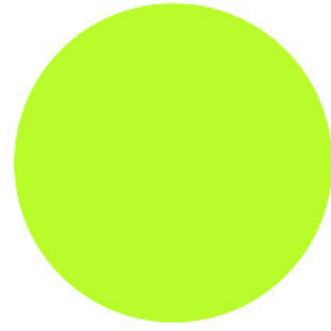
Additional Questions

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

| Answer | Amount | Percentage |
|--------|--------|------------|
| Yes | 5 | 100.000% |

■ Yes

100%

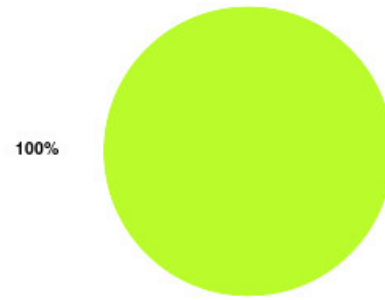


Sexual Health - Women's Health (East Riding) Summary

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% |



Comments

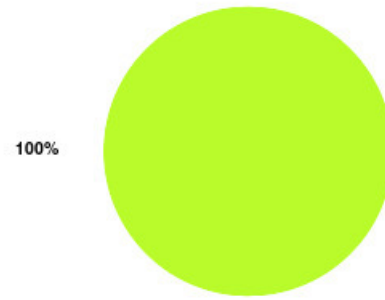
Dr Ajith & Michelle - Talked through procedure, wasn't afraid to ask questions. Very welcoming.

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% |



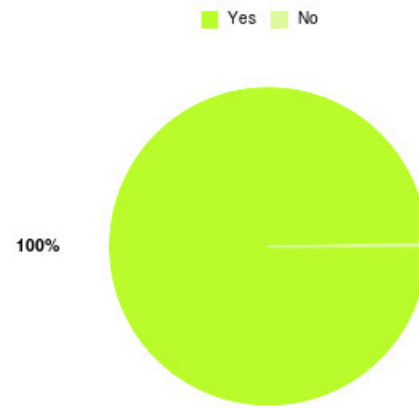
Comments

Jenny was lovely for my intimate examination today - so lovely and very informative. My mind was put at ease, and treatment options clearly discussed so I could make an informed choice. Very good service - thank you!

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% |

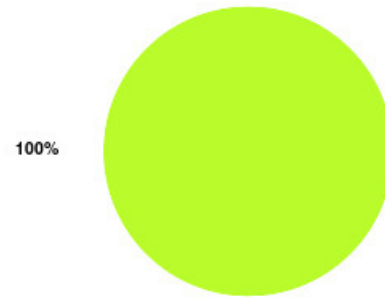
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Smokefree (St Helens) 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

I have been quit for 5 months now and this is the best Ive done in a long time. Sandra has helped more than ever ringing me and keeping in touch to make sure I am doing ok and answers any questions I have .

I have used this service previously a good few years ago and due to the pandemic I wasnt sure if it was still running so I asked my Gp and he gave me the number , and I have to say what a fabulous experience it has been from start to finish. I have found the service running this way so much more beneficial to me due to working throughout the pandemic. Sandra my advisor has been amazing she always knew what to say when I was struggling and knows her job very well. Being able to speak to Sandra when I needed in-between our weekly calls has helped tremendously. She is so easily approachable and nothing is too much trouble. Thankyou to your service and Sandra especially I have now not had a cigarette for over 6 months and I feel great.

I found one to one conversation with danielle really helpful she put me at ease and gave me the confidence I needed to get through and stop smoking i recommend this service to anyone who's trying to give up smoking

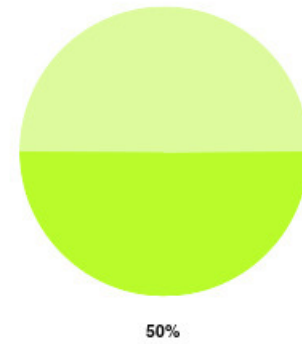
I found one to one conversation with danielle really helpful she put me at ease and gave me the confidence I needed to get through and stop smoking i recommend this service to anyone who's trying to give up smoking

Specialist Palliative Care Services (EOL) 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% |

■ 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% |



Comments

All lovely ladies; cheerful and polite & very respectful. Nothing to be improved for us. Thank you.

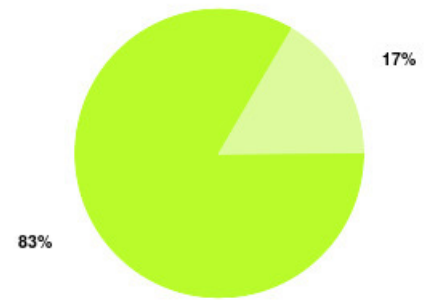
Charlotte was exceptional and delivered the most compassionate, kind and gentle care to my mum at the end of her life and as a family we cannot thank her enough, not only did she care for mum in the most amazing way she provided us as a family the opportunity to smile and feel happy at what was the most distressing and difficult time we have ever experienced, my mum smiled right before she passed away and this was due to the amazing young ladies nature and kindness. Angel in blue we thank you!

Speech and Language Therapy (East Riding) Summary

Number of responses: 6

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

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



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



Comments

As always, all the staff were friendly, professional and caring during my visit. I don't think anything needs improving. I'm always very happy with the way I am treated during my appointments. Thank you.

Excellent service and under such unfortunate time of Covid 19. I am amazed at the care and ongoing support I received. I don't think there could be any improvement. You're a credit to your profession.

Excellent involvement, empathy, and professionalism from Jennifer. During Covid this has been very difficult to find with other health agencies. Well done.

Jo Roberts - The lady who came was lovely. Patient, polite and friendly. She was also very informative.

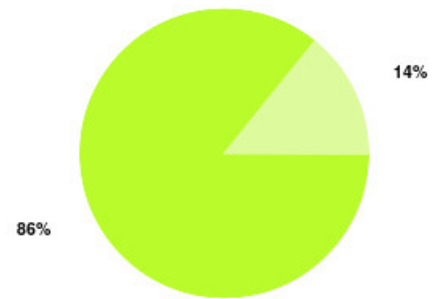
Greta help. Thanks.

Speech and Language Therapy (Hull) Summary

Number of responses: 7

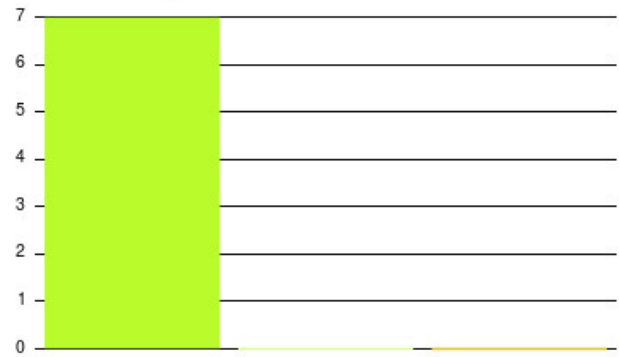
| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 6 | 85.714% |
| Good | 1 | 14.286% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ 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

SALT & Stroke Team - Katie Hardwick & Sarah Kitchman - Sarah has been brilliant, she's very friendly and professional. Without this service my recovery would be very poor.

A pleasant visit. The therapist was kind and understanding. She did not overstretch the patient.

Katie (Hardwick) is very polite and kind. She really gets on with her patient; I couldn't ask for anyone better. My mother is improving every session she has, with her excellent service.

Thanks. Seems ok as it is.

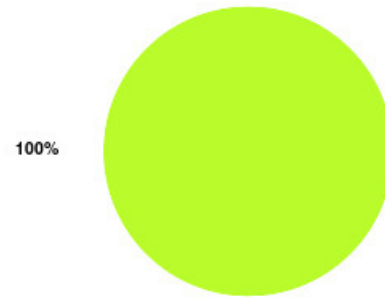
I got in early with my condition. I could hear myself slurring my words, but now after therapy which I do regularly, I can hear myself talking normally again; which is great for me. No improvement needed.

Stroke Team (East Riding) 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

Hornsea - Rachael Pymer - Rachael is professional, caring and genuine. She explains things very well and knows what she is talking about. 6 Months on now and she will not be calling on me anymore , but insisted she is always on the end of a telephone call should I need to talk to her. She really does deserve a big 'thank you' and a pat on the back. Well done Rachael.

Hornsea - Rachael Pymer - Rachael was always very helpful and understanding and helped us understand everything.

Goole - Everything just how I would have hoped for. Always there when and if I needed them. Thank you so much!

Tracy Webb - Everything was very good. So cheerful and kind. She looked after my son with great care after his stroke.

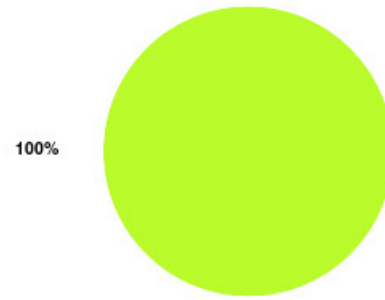
Rachael Pymer - We found Rachael to be very efficient, caring and always helpful. A very nice lady.

Stroke Team (Hull) Summary

Number of responses: 4

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

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



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

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



Comments

SALT & Stroke Team - Katie Hardwick & Sarah Kitchman - Sarah has been brilliant, she's very friendly and professional. Without this service my recovery would be very poor.

We are humbled and grateful for all the help, advice and support we have received from this team. The progress my husband has made in his recovery is due to their professionalism.

Everything is always good about our visits; Julie, Emily and the team are excellent with my mam and my mam looks forward to seeing them. She is coming on very fast thank s to the help of the stroke team, especially Julie. My mam really likes her so gets her doing all sorts.

Trish has been brilliant with my mum and helping with mum's recovery. Trish has been brilliant with my mum's mood swings and goes the extra mile to make sure mum's needs are met.

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% |

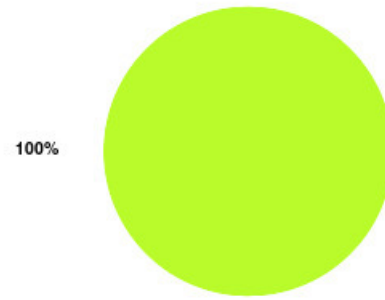
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

TB Nursing Team - Hull Summary

Number of responses: 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

Very cheerful about patients. Fast. Every person is very nice. I give you 5 stars.

Everybody is friendly and helpful. Nice to be at ease. No improvements, well done everyone.

Very kind staff and very efficient. Thank you.

The nurse who I saw explained everything to me in regards to my appointment and offered more support that I was lacking from my GP.

Staff very friendly and helpful also happy.

If people experiencing health conditions could have the same medical staff around them loads of lives would have been safe.

Telehealth Summary

Number of responses: 0

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

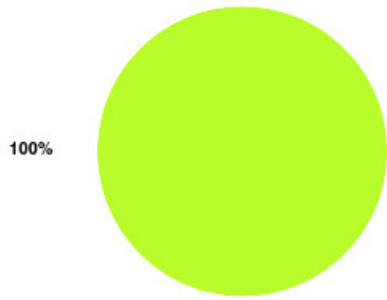
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Tier 3 Specialist Weight Management (SH) Summary

Number of responses: 3

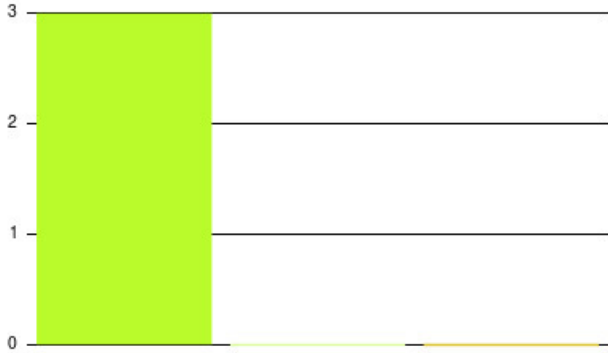
| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 3 | 100.000% |
| Good | 0 | 0.000% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

■ 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 am so happy to finally be referred to tier 4 for surgery. I am really thankful to Jordan for his support, he has been brilliant, always so helpful.

Since Jordan took over my care it has been fantastic. It was a nightmare before with the services changing over and staff leaving but Jordan has made things a lot easier and kept me on track. I'm just over the moon to be finally on my way to what I feel will be life changing surgery.

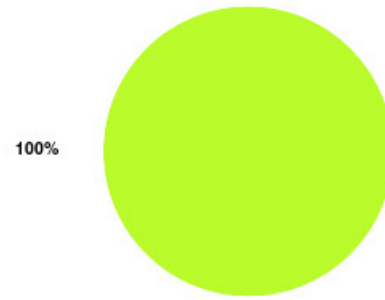
My life has been on pause for a long time but I feel since your support I've started to press play again

Treatment rooms (ER) 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

Withernsea - Debbie - A brilliant nurse, very calming and professional. I suffer from PTSD and was very stressed with the appointment. She gave me a thorough MOT and I felt more at ease with her. Would highly recommend her to everyone. She really was the best nurse I have ever had. Worth her weight in gold. A credit to her profession.

Withernsea - Great care. Great staff, always friendly and very kind. Add that to professional health services and you have a winning combination - LONG MAY IT CONTINUE!

Appointment prompt. Treatment explained before carried out. Future way forward also - very good.

Covenient location and parking. Staff very efficient and friendly. I received a very thorough and comprehensive diabetic annual assessment thanks to Debbie who was very conscientious in her approach to the task. She should be complimented for her care. Thank you.

Withernsea - Nurse Debbie - An enjoyable visit. Made to feel very at ease.

Withernsea - First class professional nurse called Debbie. She made everything simple and thorough. The best care I have ever had, a credit to the nursing profession.

Lots of information/efficient with treatment. Friendly, cooperative and understands my frustration.

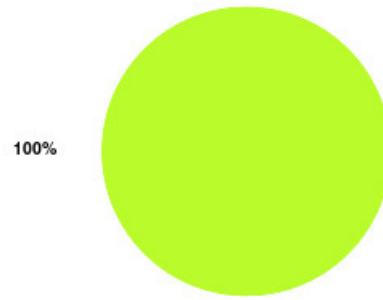
Over my whole treatment period I have been mightily impressed with everyone concerned with my care. Every nurse I have seen has been helpful, friendly and highly professional. Well done and thank you!

Treatment rooms (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% |



Comments

Elliott Chappell - Julie - I was listened to and my view influenced decisions made about what was best for me.

I have been attending Elliott Chappell For dressings, the reception girls Caroline & Emma have been brilliant sorting appointments and are so helpful & friendly. All the nurses have done a wonderful job and my wound has now healed, Brilliant service Thankyou

All your nurses are angels!! The service is wonderful, all the staff are very kind, polite, helpful and very caring.

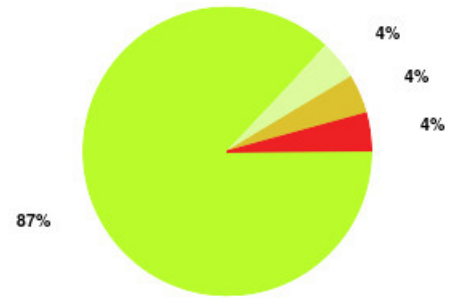
Have always been treated with respect and care. Made me feel at ease because at times my pain has been unbearable on changing the dressings if they were stuck to the wound. Treatment room nurse Karen Frankish really does make me feel at ease - thanks to all her kindness.

Vaccination Centre Summary

Number of responses: 23

| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 20 | 86.957% |
| Good | 1 | 4.348% |
| Neither good nor poor | 1 | 4.348% |
| Poor | 0 | 0.000% |
| Very poor | 1 | 4.348% |
| Do not know | 0 | 0.000% |

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



| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 21 | 91.304% |
| Very poor & Poor | 1 | 4.348% |
| Neither good nor poor & Do not know | 1 | 4.348% |



Comments

All good. Well organised, pleasant and helpful staff. Nothing to improve!

It was an excellent experience and very well organised. Well done

The volunteers were extremely helpful and courteous as were the nursing staff giving the vaccination. A fantastic job and a credit to all concerned. Many thanks.

Nurses and staff were very pleasant and organised.

The service was fine however, there were only four vaccinations. Hence people had to stand for long periods in a line. You would benefit from adding some chairs and more nurses to vaccinate or reduce the appointments from every ten minutes.

Really friendly staff, quick and efficient system

Staff were excellent friendly and professional, great service

Very efficient process, very polite, friendly staff. Excellent explanation about vaccine and possible side effects from a very kind nurse. Thank you.

Everyone knew exactly what to do. Administration was very efficient. Nurses expertly put me at ease. Very impressed with the service.

Lack of communication with the volunteers in the the yellow high vis vests. No empathy or decency for my hearing loss

I found the staff to be both very professional and very friendly. The whole operation was very smooth and efficient.

Very slick, organised and safe. Lovely place to have it too, the lack of a clinical environment will put many people at ease I'm sure.

Nothing could be improved. It was efficient, friendly and relaxing and incredibly well organised. Thank you to all of the staff - communication is fantastic.

Friendly staff and simple steps to follow

Brilliant, all staff put you at ease, couldn't have been better ... maybe tea and a biscuit like when you give blood Excellent service, thank you!

staff all lovely made me feel good even though i was nervous

Lovely, helpful staff and very well organised! Well done & thank you to everyone involved :-)

it was a calm and we'll layed out. maybe a little excessive with personal checking

Everyone was SO friendly. So many volunteers every few meters. Felt very special! Lovely start to Easter Sunday.

Staff were wonderfully friendly and helpful; I cannot component their hard work enough!

It was excellent from start to finish. I arrived at City Hall earlier than my appointment but I was greeted in an efficient friendly manner and led straight through to the vaccination centre as nobody was waiting. I was seen immediately and was vaccinated within 5-10 minutes of arriving. Currently waiting 15 minutes to make sure I'm OK to drive. Absolutely excellent system and service. I'm thrilled.

Volunteer Hub Summary

Number of responses: 0

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

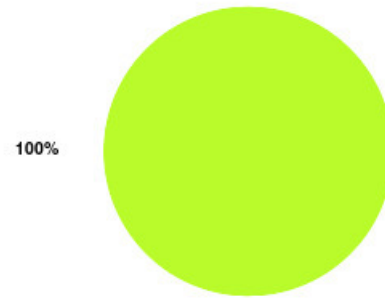
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Volunteering (SH) Summary

Number of responses: 49

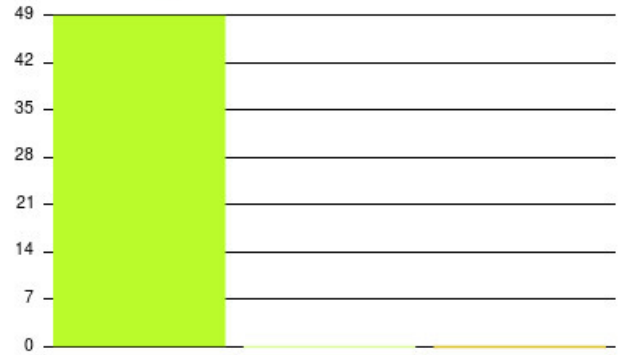
| Experience | Amount | Percentage |
|-----------------------|--------|------------|
| Very good | 49 | 100.000% |
| Good | 0 | 0.000% |
| Neither good nor poor | 0 | 0.000% |
| Poor | 0 | 0.000% |
| Very poor | 0 | 0.000% |
| Do not know | 0 | 0.000% |

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



| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 49 | 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

"Becca, a wonderful, loyal and truer carer of those in her group she is very supportive."

"Becca is very caring and protective of her group. This has built a wonderful relationship with her participants who know they can trust her. She is loving and caring and very supportive"

"During lockdown it has been so difficult for everyone learning to deal with changes and isolation. The groups have been saviour for a lot of people and feedback has been fantastic. WE ALL HAVE MADE A DIFFERENCE TO AT LEAST ONE LIFE"

"Sheila has been absolutely amazing with everything she has overcome with her illness and she still keeps going. Sheila is our fighter."

"Sheila is a caring person who does whatever she can to support all."

"Sheila is a very caring person, if any person in the group is struggling she is so good at reassuring them."

"This past year has seen the connections2 group grow from very small acorns into a strong sapling then a noble oak. People have come and gone but a core of people have used the group every day and sometimes late into the night when some people feel lonely and are glad that other people feel the same. We now have a lovely group of participants who know they have a safe space. It is their group. Personally the way the group has moved forward is very rewarding. It's lovely to see peoples confidence growing. I'm very proud to have been part of that, even a small amount. Thank you Mel for letting me be part of that. Without you none of this would be possible."

"Beth has shown her growth in confidence. She is calm, patient and so very understanding as well as supportive. Beth is very caring, well organised and talented. She brings a wealth of knowledge to the group."

"Beth has grown in confidence so much since the start. It is amazing to watch how she has grown and how she gets involved with all the groups.. She is a valued member of the team."

"Beth the youngest of us who is caring thoughtful and blooming as a person."

"Since the pandemic and we had to work virtually, both groups have coped and thrived together supporting each other. On the Tuesday group, in which they knew each other before, they have continued to raise spirits and come together as a virtual community. With Connections 2 they didn't know each other, yet a real bond has been formed just those messages, helping each other and just joking around. The MS Teams chat on a Tuesday is a great second platform for people to see each other face to face, I am seeing people come out of their shells on camera, it's great too see. For me, the responsibility of it all has definitely made me more confident. I am more confident in organising and sharing ideas with others than I did before lockdown. Being virtual and being able to talk to my team mates every week has been a life changer. "

"Peter is amazing with all people he listens to every word people are saying and interacts so well. Peter gives all to the people he helps even though he has medical problems himself"

"Peter is a good organiser and forward thinker. He often looks at the bigger picture to see how well his groups can be developed. He is caring and understanding and very supportive."

"Peter does things without any reward, he helps people out and is always there for everyone, even if a person is shy he helps them come out of their shell."

"As a volunteer, it's great getting people on our groups. Them getting to know us, and us getting to know them. Seeing them become comfortable and interacting with other group members. Its a two way interaction, it becomes important to their well being. As volunteers we need to get to know them and support them. Watching them on their bad days and good days. Seeing them share their feelings and thoughts being able to encourage and support were needed. It's important they know its their group and use it as benefits them the most. As volunteers we get to understand what they need ."

"I have a number of clients who have found the WhatsApp groups very beneficial to their mental wellbeing. They say they enjoy chatting with the group over SMS and especially on Video Conferencing Coffee and Chat"

"Joining the What's App group has definitely connected isolated people at this time. They communicate every day and evening, looking out for each other and sharing self-care tips, as well as feel good quotes and videos. Their interaction with each other has led to them becoming closer and even meeting up socially distanced for coffee and the four of them are regularly meeting at the Mind group allotment."

I cannot praise enough the work the volunteers have done over this past 12 months. In my opinion the volunteers have always done a brilliant job but the way they have kept the groups going over this past 12 months has been amazing. This is not only a testament to their commitment to our service and clients but also I am sure in part due to the way you lead and value the volun-teeer team and include them as part of our overall service."

"Where do I start.... I think its been invaluable to be honest Mel, not only am I saying this from the feedback that I've had from service users but from myself as a SPLW. During COVID especially, as a SPLW, I've found certain groups/provision not be offering face to face and I'm find-ing with those who are feeling more anxious due to the pandemic that the Coffee and Chat (WhatsApp) really fills a huge gap as clients can sit in the comfort of their own home and stay connected. Additionally, for those who aren't into WhatsApp method, there is the Microsoft Teams which again have had great feedback on over the last few months. Clients are always saying how welcoming and friendly the groups are in particular the volunteers behind the groups, so just can't speak highly enough of the service, I think it's such an asset to have as inhouse. "

"I only joined late to the club, but I feel better knowing that I can talk to others and not feel so lonely since my husband passed."

"Lovely group. We are all trying to cope the best we can and give each other support when needed. It's good to have someone to talk to and be friends with."

"Tomorrow is 12-month anniversary of lockdown and I would just like to give my heartfelt thanks to you and the members of this 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 xxxxxx."

"I find your support has been invaluable to me I probably wouldn't be here but for the support you gave last year"

"I like having the group here because I can join in when I need support then sit on the side lines and read when I'm feeling ok."

"You and this group have literally saved my life especially you because you are always understand what I am trying to say even when I can't get it out and right now I need this group and your support more than ever thank you so much hug hug hug hug"

"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 really good bunch."

"I have found this chat group really good. It's nice to know there is someone else there. I have found the group very helpful."

"I think its great having a chat line even if I don't always have something to say it's nice reading the patter it has helped over the past year thank you so much."

"This group made me feel very welcome when I first joined, there's always someone to talk to even at stupid times of the night haha. This group has helped me come out of my shell a little. The team have been brilliant too :)"

"I think you and the group are a great support.. I know I haven't contributed recently...but as soon as in a better frame of mind.. I will be here.. Bloods tomorrow and a brain scan soon.. Thank you all.."

"Really enjoy our chats through the day. Looking forward to when we able to meet up again."

"Really enjoy our chats through the day. Looking forward to when we able to meet up again."

It means a lot, everyone is there for all of us. I know I don't say much but you have been fantastic. All the useful messages you both put on. I look forward to seeing all the posters you put on thanks for all the support we have had.

i love having this group o chat to and get involved with and meeting people who i hope to call friends. When you suddenly find yourself a widow after 50 years of a brilliant and happy marriage, it is so hard to find a way of coping with loss and I have been able to get positive ideas and help and encouragement to get into a routine

I think you run a great place. People can come any time of the day, where people are very inoffensive and people are made to feel welcome straight away. I think it shows a lot of effort on yours and everyone's part. It's nice how the conv3rsation flows and no one is left out. I really like the way there is a routine of people wishing each other a good morning and asking about their day. These can make a world of difference and will help motivate each other. It's really nice to see people setting up things with the goal to help others

We've got a group of volunteers who compliment and support one another very well. We have Beth the youngest of us who is caring thoughtful and blooming as a person. Then we have Becca, a wonderful loyal and true carer of those in her group. She is very supportive. Sheila is a caring person who does whatever she can to support all. I must mention Mel, we would not be doing what we do but for the loyal support and understanding and also love of people.

As a volunteer it's great getting people on our groups and them getting to know us ..And us getting to know them seeing them become comfortable and interacting with other group members. Its a two way interaction it becomes important to their well being. As volunteers we need to get to know them and support them. Watching them on their bad days and good days. Seeing them share their feelings and thoughts being able to encourage and support were needed. It's important they know its their group and use it as benefits them the most. As volunteers we get to understand what they need.

Sheila has been absolutely amazing with everything she has overcome with her illness and she still keeps going. Sheila is our fighter.

Beth has grown in confidence so much since the start. It is amazing to watch how she has grown and how she gets involved with all the groups.. She is a valued member of the team.

Peter is amazing with all people he listens to every word people are saying and interacts so well. Peter gives all to the people he helps even though he has medical problems himself

Peter does things without any reward, he helps people out and is always there for everyone, even if a person is shy he helps them come out of their shell.

Sheila is a very caring person, if any person in the group is struggling she is so good at reassuring them.

Becca goes above and beyond for the ladies in her group, forming real friendships and trust.

Becca is very caring and protective of her group. This has built a wonderful relationship with her participants who know they can trust her. She is loving and caring and very supportive

Peter is a good organiser and forward thinker. He often looks at the bigger picture to see how well his groups can be developed. He is caring and understanding and very supportive.

Beth has shown her growth in confidence. She is calm, patient and so very understanding aa well as supportive. Beth is very caring, well organised and talented. She brings a wealth of knowledge to the group.

It means a lot. everyone is there for us. I know I don't say a lot but the volunteers have been fantastic. All the useful messages they put on. Also i'm looking forward to seeing the posters. Thank you for all your support

I love being on the chat and talking to everyone and looking forward to what each other has to say and answers. Some people don't like to use chat and I speak to some of the club on the phone and keep them updated. Some people just come on now and again which is good and keeping in touch. I'm really looking forward to us all being back in the club. I miss seeing everyone and chatting to each other and the volunteers and Maxine who really looks after us with food and drink as well as things she make for us all. Don't know what we would do without her, she's a star. Everyone who goes t the club are so friendly and makes you feel so at home. I've made lots of friends since I joined the club, and it's so nice to be able to do that.

I really enjoy our chats through the day. Looking forward to when we are able to meet up again

Weightwise Summary

Number of responses: 0

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

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

Weightwise Extra (Childrens) Summary

Number of responses: 0

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

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

Withernsea 8 to 8 Centre Summary

Number of responses: 0

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

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

Wound Clinic (Beverley) Summary

Number of responses: 0

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

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

Wound Clinic (Driffield) Summary

Number of responses: 0

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

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

Wound Clinic (Goole) Summary

Number of responses: 0

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

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

Wound Clinic (Hedon) Summary

Number of responses: 0

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

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

Wound clinic (Hessle) Summary

Number of responses: 0

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

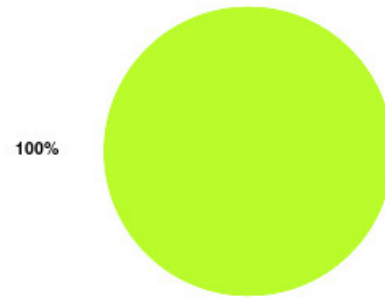
| Experience | Amount | Percentage |
|-------------------------------------|--------|------------|
| Very good & Good | 0 | 0.000% |
| Very poor & Poor | 0 | 0.000% |
| Neither good nor poor & Do not know | 0 | 0.000% |

Wound Clinic (Hornsea) Summary

Number of responses: 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% |



Comments

Hornsea - Nurses - Caring approach, good understanding of clinical requirement. Competent treatment. No improvement needed.

Hornsea - Reception - Helpful staff, welcoming, and good attitude. Very confident in answering queries. No improvement necessary.

Wound Clinic (Macmillan Wolds - Bridlington) Summary

Number of responses: 0

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

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

Wound Clinic (Withernsea) Summary

Number of responses: 0

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

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