

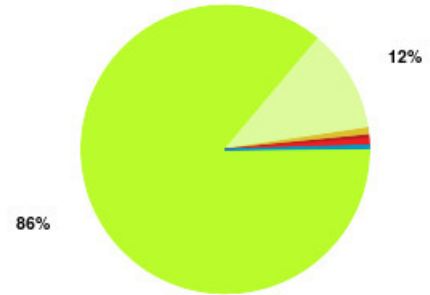
Monthly Report July 2021

Overall CHCP CIC Summary

Number of responses: 3161

Experience	Amount	Percentage
Very good	2719	86.017%
Good	365	11.547%
Neither good nor poor	25	0.791%
Poor	13	0.411%
Very poor	22	0.696%
Do not know	17	0.538%

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



Experience	Amount	Percentage
Very good & Good	3084	97.564%
Very poor & Poor	35	1.107%
Neither good nor poor & Do not know	42	1.329%



Active Recovery Beds - ER Summary

Number of responses: 0

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

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

Anticoagulation Summary

Number of responses: 0

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

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

Beverley UTC Summary

Number of responses: 0

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

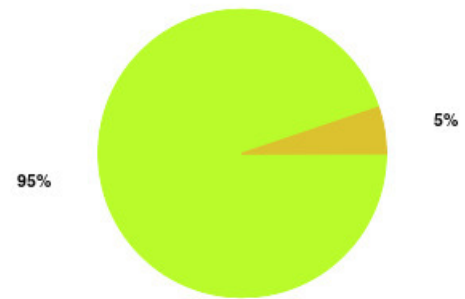
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Bladder and Bowel (East Riding) Summary

Number of responses: 19

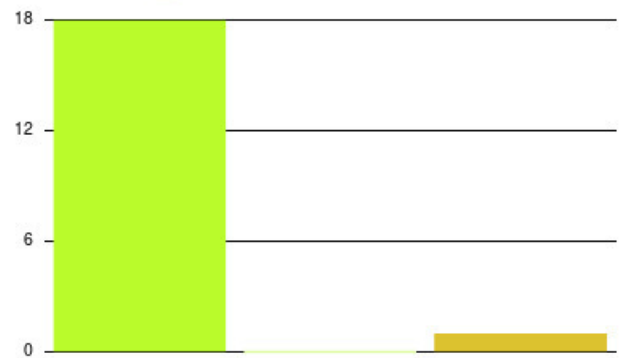
Experience	Amount	Percentage
Very good	18	94.737%
Good	0	0.000%
Neither good nor poor	1	5.263%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

I knew of the service many years ago and feel that it has transformed and is such a valuable service. Rebecca appreciated that the issues are not a trivial thing and is so aware of my dignity It is an excellent service and I know they'll always be there if need support again in the future.

Patient visited Rebecca Mosley in the Beverley clinic on 20/7/21. 'Very relaxed, pleasant and caring person. Explains things in a manner that I understood. Very good'.

Sarah has asked lots of questions so has got to the bottom of everything, really pleased with how thorough Sarah was

Sarah has been very helpful, nice to know that there is somebody there that can help. Sarah has managed to reduce the urgency and frequency, my bladder has calmed down and I am much happier. Nothing could be improved.

Zoe made me feel so comfortable when I saw her in the clinic, I didn't have any problems with the service and I am now being discharged because my symptoms have improved so much

Not at the moment

Emma - I dont think anything could be improved. She came in to my home and helped me with my issues she listened and discussed with me what I could do to help myself with the issues I have been having. She has a lovely caring voice and really has been wonderful.

Emma - Could not have asked for anything better. She was very friendly and helpful, gave me useful advice and tips.

NN telephoned PT's husband to obtain feedback as PT does not have capacity. How was your experience with B&B? Informative, no problems whatsoever. How did you find the bladder & bowel service staff? Very pleasant, they know what they're doing. Is there anything you feel that the service could improve on? No, they've really helped my wife out, they have bent over backwards for us. When I asked the gentleman to rate us from 1-5, 1 being very poor, 5 being very good, he responded with 6.

Spoken to PT's husband to obtain feedback. How did you find the bladder & bowel service staff? Seemed alright to me. Pretty good. I leave them to do their job and let them get on with it, I'm content.

They told me what I needed to know and what to do about it and that they would have to put me on a waiting list to see the consultant to see what they can do for me

krista - the visit went very well, the nurse was lovely and very efficient. I even got some sample pads hand delivered the following day to try. You can definitely come again.

The service was excellent. Everyone was friendly. I was put at ease in an embarrassing situation

Emma came to see one of our residents and has been several times before for others, whilst she was seeing to one resident we asked about another it was not too much trouble for her to help with this and everything was sorted within 5 mins. We could ask for more from this service, all the staff are great.

Lovely visit from Emma today. Took the time to explain how to put a pad on my husband and even showed me. I hadn't realised I was doing it wrongly. Emma explained why I shouldn't use more than one pad at a time. She was very patient with my husband and even had him smiling and giggling which we haven't heard for some time. She has a lovely friendly caring nature and we where truly blessed with the help we received today. She has taught us so much in the hour she was here. The service we have received overall from bladder and bowel has been great. We wouldn't change a thing.

The specialist nurse I saw in person was welcoming, easy to talk to and sympathetic, in addition to her professionalism. She listened to my explanation of symptoms. The diagnostic tests she then carried out gave her and me further insight and allowed her to make some useful suggestions. She wrote to my GP immediately to suggest a change in medication and I hope to see some benefit from this. For me the visit was reassuring and encouraging and I look forward to my follow-up visit. 5

Nothing to improve.

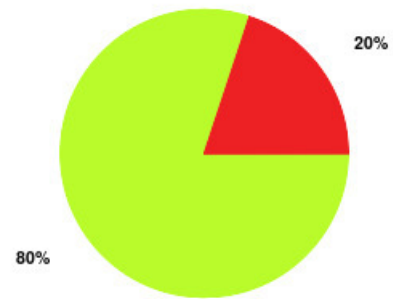
How did you find the bladder & bowel service staff? Staff are extremely pleasant.

Bladder and Bowel (Hull) Summary

Number of responses: 5

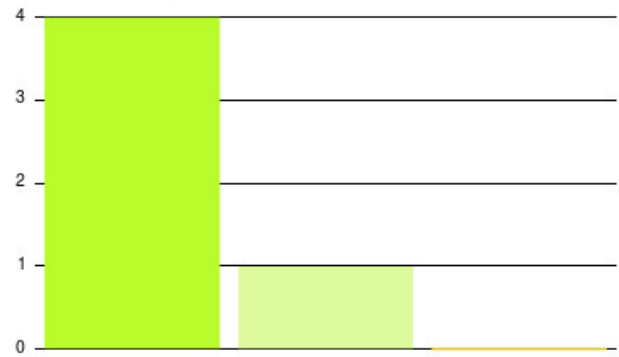
Experience	Amount	Percentage
Very good	4	80.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	1	20.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	4	80.000%
Very poor & Poor	1	20.000%
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 telephoned the Bladder and Bowel service on behalf of my 85 year old father who is having Incontinence problems, as I started to introduce myself and why I was calling, the lady who answered the teplephone started on a tirade about how it was the GP's responsibility and continued in this vain for a period, before I was able to call a halt to the call. This was an unfounded attack with no knowledge of the journey to the call and what it was I was sbout to ask about. As such I would be extremely reluctant to engage with the service again.

I think it is brilliant how everything was carried out. Nothing to be improved.

Nothing to be improved Everything was fine and was happy with the care zoe gave me

Emma - Very helpful and explained everything. The service offered by the bladder and bowel team has been great.

Telephone call from Patient, whilst I was on the phone to the Patient, she advised she is 'very proud' of our service and is grateful for what we do for her.

Bridlington UTC Summary

Number of responses: 0

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

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

Cardiac Rehab (East Riding) Summary

Number of responses: 0

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

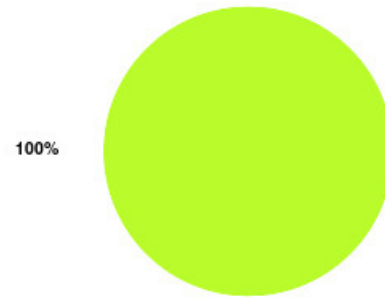
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Cardiac Rehab (Hull) Summary

Number of responses: 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

It was a good tool speak to the per

Jody/Kerry - Very happy again. Thanks.

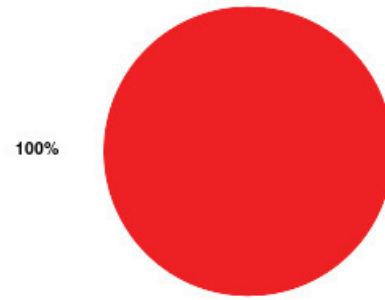
Informative

Care Co-ordination Hub (247111) Summary

Number of responses: 1

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

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



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



Comments

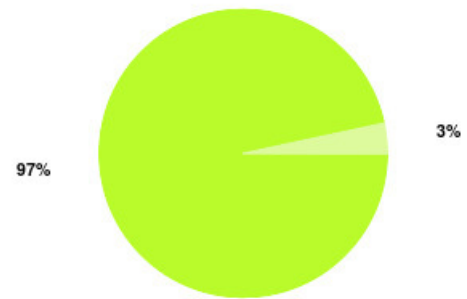
I am under the Community Cardiology Service and have been told to ring 247111 if I have any concerns as a nurse is always available. I rang on Saturday morning to speak to a cardiology nurse and was told to ring back Monday as there was no-one available to speak to. I am appalled by this as your service is advertised as 24711 but obviously isn't. I ended up speaking to the 111 service. In light of my experience today I think you need to advertise your service as 247111. Sometimes."

Carers' Information and Support Service Summary

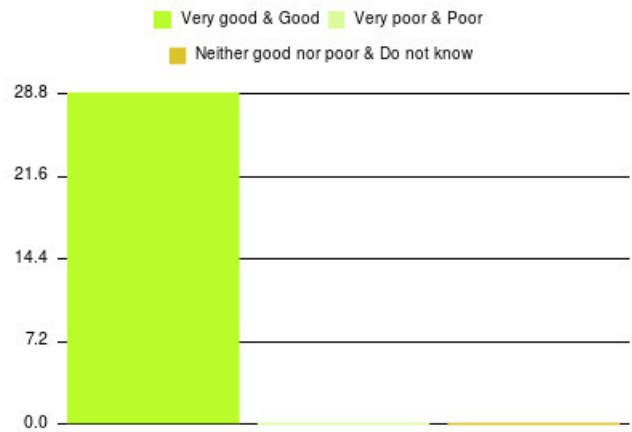
Number of responses: 29

Experience	Amount	Percentage
Very good	28	96.552%
Good	1	3.448%
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	29	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%



Comments

The assessment meeting went well and I felt that I was listened to and that the assessor gave me great advise etc..

Very informative and happy to help and advise

I feel less stressful. Knowing that support is now available and can contact the service anytime.

Ours was over the phone but a face to face would have been better

Jamie was very helpful.

from start to finish was good, nice to know people out there too talk too

Rebecca explained the service and answered all my questions. Her telephone manner was impeccable. She reassured me that help and support is always available should I require it.

The meeting was a few weeks ago but face to face was fantastic. Jamie Penn was so helpful and professional with our situation. He provided guidance and support and was very understanding We were immediately put at ease, he understood how as a family we were feeling and we are so grateful for all the advice and continued support. Thank you

The visit was close to home and at a convenient time for me as I had to arrange for my son to sit with my husband whilst I was at the appointment. Rebecca was very informative, patient and compassionate. She was very knowledgeable and explained fully everything I could have access to and more. I did not feel pressured into leaving and will certainly be happy to return for further appointments as necessary. Thank you

And they was very poliyt and helpful with wot i needed to no and they will be there when i need them thank you

Michelle was very helpful and friendly today I feel as if we have covered so many things I didn't know was available.

Joanne is a lovely person to talk to and very supportive

Really good, informed support, with relevant recommendations. Really easy to chat to the advisor Lianne, about a lot of things related to caring. Really good to have such support.

The where very friendly and helpful and gave me lots of information.

The professional manor in which Trisha handled my queries was outstanding, friendly and very knowledgeable. Didn't feel rushed when on the phone, and communications via email were prompt and answered any questions I had. She really made it feel like support was there if I needed it, nothing else a carer could ask for from CISS.

REBECCA WAS SO INFORMATIVE AND VERY CARING, SHE COVERED EVERYTHING. REBECCA ADVISED ME ON LOTS OF GOOD INFORMATION OF WHICH I DIDNT KNOW ANYTHING OF. I COULD NOT THINK OF ANYTHING THAT COULD HAVE BEEN IMPROVED ON. WELL DONE AND BIG THANK YOU

I had a telephone call with Rebecca and I found her to be very helpful. Rebecca told me all sorts and also sent me some e mails about different groups. I also have another call arranged. I do not think any more could have been said. I was well pleased with the call. Thank you

Michelle was very supportive and I was pleased with how quick the service could book me in for an appointment when I called.

Michelle was very helpful over the phone with the information and support I needed. More people should know about the service. Thank you.

The lady was very lovely and easy to talk to. Very helpful and anything she didn't know had someone to call me who did know

I would have preferred a face to face appointment as explaining on the telephone isn't quite the same.

I had a telephone assessment this morning the lady I spoke too was very helpful told me many things and sent me some links on an e mail was really pleased with my assessment

I've only spoken via the telephone. The service and the person I dealt with was very nice

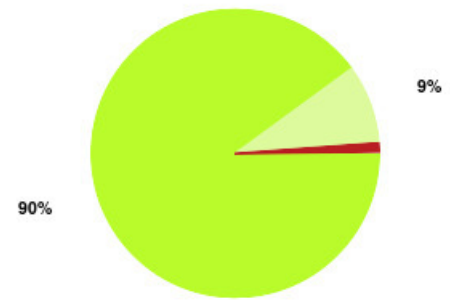
Rebecca was very helpful and helped throughout the session.

CHPL - Bransholme Summary

Number of responses: 79

Experience	Amount	Percentage
Very good	71	89.873%
Good	7	8.861%
Neither good nor poor	0	0.000%
Poor	1	1.266%
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	78	98.734%
Very poor & Poor	1	1.266%
Neither good nor poor & Do not know	0	0.000%



Comments

It could be improved by a face to face consultation with your doctor and a precise consultation time and not half an hour late like this one was.

Got seen at the appointment time no waiting around staff very pleasant

Doctor and nurse great ?

Very quick and efficient. Little waiting time. Friendly staff.

Nurse was very helpful and patient with me thank you

The nurse was really lovely and reception was very nice

I was quite happy with the treatment I received thanks

I felt safe

I was not waiting too long for my appointment

Very helpful and attentive

Was quick and cool can't make any other comment nobody in I got seen to quick when got there to see nurse x

They were all helpfull

The doctor was easy to talk to and explained the reason for the call which put me at my ease.

Quick and easy in on time

The nurse was lovely, very informative, friendly and knew her stuff

Everything was excellent. I was seen to in a couple of minutes, and I don't think you could improve on that. Thank you

The service is great it's just trying to get an appointment is a joke

Gp . And everyone kind and professional

Short waiting time nurse was very friendly

Well prepared for everything made to feel safe

Staff always very helpful

Polite staff quick appointment only concern is there should be a GP you can see if emergency or concerns that he should see before they refer on

The GP that saw my son was great, can't fault the service today

Quick polite friendly ,no issues

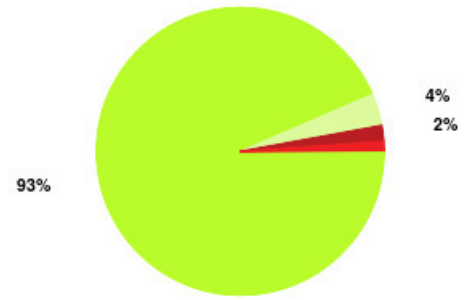
Quick friendly and efficient

CHPL - Southcoates/Marfleet Summary

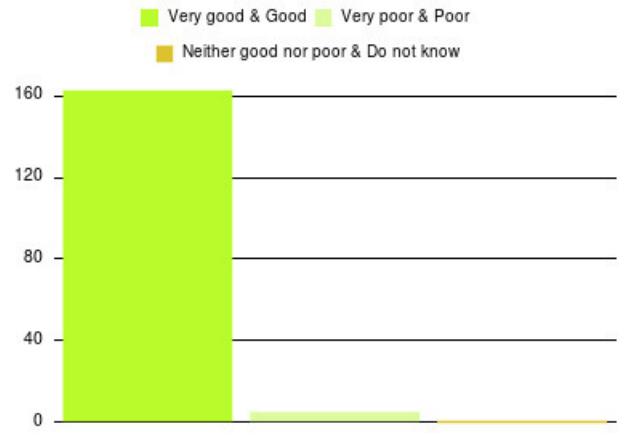
Number of responses: 168

Experience	Amount	Percentage
Very good	157	93.452%
Good	6	3.571%
Neither good nor poor	0	0.000%
Poor	3	1.786%
Very poor	2	1.190%
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	163	97.024%
Very poor & Poor	5	2.976%
Neither good nor poor & Do not know	0	0.000%



Comments

On time straight in and out thanks

Everyone helpful and pleasant. No improvement needed.

Very quick service was straight in an out, which was good as I had another appointment to be at this morning

Quick efficient and friendly

Only so the nurse

That they were very helpful and friendly

The cheerfulness and Dr Humble following the old style of collecting the patient. Everything was how it should be.

All done in a supportive and professional manner

I didn't go to the surgery it was a telephone call. The caller was very helpful. The only thing is I am a bit deaf so it took a bit of understanding

Efficient staff & good service. Can't improve on that.

Phone call was not even the GP

Staff very polite and cheerful

All my questions were answered and procedure explained clearly

Nothing

Very professional and quick.

APPOINTMENT SYSTEM COULD BE IMPROVED

Great people n great care. Nothing can improve in my opinion

I didn't visit surgery, my appointment was conducted via telephone - very informative, new Dr introduced herself and gave very thorough explanations.

The receptionists were polite and sympathetic they didn't talk down to you I think the approach to patients is vital whatever patients backgrounds.

Staff are always helpful and friendly

Nothing everything was to my satisfaction very professional at there jobs top Marks for the nurses and to all the staff

Polite receptionist, lovely nurse.

Wasn't waiting at all went straight in, doctor was very thorough and answered all my questions

That i got seen very quickly this morning but what could be better if i could get to see the gp more often then telephone calls

efficient

After finally getting an appointment it was really good but improvement is needed to actually get through on the telephone to obtain one .

The new female doctor was lovely and very helpful reception staff lovely also

Nurse explained everything clearly and was very professional

Quickly seen by the doctor and on time.

I don't think anything can be improved. The receptionists and nurse were all very nice and efficient,.

Nurse was lovely and great with baby whilst doing his injections making mum feel at ease.

Pleasant staff, and not waiting for long for my appointment.

Staff made us feel safe and have taken all necessary steps to stop the spread of coronavirus was waiting a little while to see doctor but can't be helped

The doctor was very good and explained everything and wasn't rushing to get you out the door

The surgery followed all the government guidelines and everything was explained to me, nothing to improve at this present time

A happy face. Good manners and understanding

Easier parking, near to home, and didnt have to wait to long

Polite courteous I found nothing to complain about

Made me at ease and so friendly

didn't had to wait to be seen when i got there but had to wait 3weeks for appointment

Appointment with the Nurse whom was extremely attentive, professional and knowledgeable.

The doctor misdiagnosed my daughter

Very covid safe well planned

Very quick and efficient, all works well as it is.

The nurse I saw was amazing, made me feel so at ease and gave me brilliant advise

The nurse is the best

All good thank you

A fantastic team

My appointment was on time, the nurse was very nice.

Everything was good

The nurse was extremely helpful.

The nurse was professional, friendly and efficient

nurse who did my bloods very nice nurse

There was not long waiting was in and out with no problem the nurse was very sociable

Everyone is helpful, friendly and knowledgeable

Friendly receptionist, nurse and thank you to Richard for popping his head round the door and asking how we were doing.

As always the staff have been very professional and friendly making you feel relaxed

Only 2 people in the waiting area. Nice nurse and good advice. Hand gel needed filling up.

Nurse very polite was seen to on time

When ever I have been to doctors I was always pleased ?

Polite staff, parking could be improved but don't think it can be.

Nurse very helpful

I did not go to the surgery I had a telephone call with the nurse

I'm waiting for specialist.

The nurse was lovely and really looked after my daughter who has severe learning disabilities

Appointment didn't happen was cancelled half an hour before daughter's job due...said they tried to contact me but not received any calls or text message

Didn't feel rushed helpful appointment on time

The nurse was efficient and kind. I was allowed to ask questions about different things going on with my health, which put my mind at ease.

Dr very helpful and receptionist polite

It was very efficient

The nurse who took my bloods was very friendly, I was in and out within 7 minutes

Your staff are so helpful and polite I am glad I joined your practice that's for sure

The nurse was fantastic and very informative and injections were super quick and she kept my baby happy throughout couldn't recommend this nurse more!

The nurse explained everything which is very good.

I was seen on time and given all the information I needed very professional

Nice pleasant staff

Very good staff very nice to talk to very much clean, did not wait too long to see doctor give me very good advice

Staff very helpful and friendly.

"Covid safe. Friendly staff. Understanding and helpful of any questions I asked."

Very pleasant staff, and professional throughout. Could not ask for more.

The receptionist was nice and friendly. The Dr I saw was courteous and professional

Very well organised

The practice nurse was very professional, put me at ease with questions that I asked, explained everything to me.

Pleasant staff, efficient service, plus updated on information regarding previous blood test which I could not access previously

The nurse I spoke to listened to what I had to say and took it further to help me even more she was excellent

Efficient friendly and on time all good

My appt ran 15 minutes late and it must have been one of the first appts of the day, but the appointment itself was perfect and I was made to feel at ease.

I saw the nurse and she was fantastic best nurse ever at the surgery I hope she will be there for a long time to come.

Pleasant clean efficient punctual overall 5star good experience ?

Quick, on time and thorough

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%

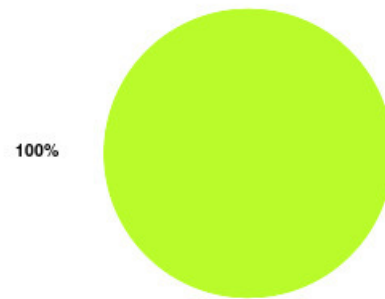
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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

yes 121 for me was great. Sharon was able to listen to my difficulties and tailor to my needs and send me additional information that I can use again and again.)I really enjoyed this course, I have a 3 year old going through the Autism assessment and food has become really difficult. I found spending the hour each week with Sharon helped me refocus what I could do and re educate myself. Sharon was amazing, we did the slides and was able to then speak about anything else after that that was specifically about my own situation. She gave me so many links to use after the course ended and she was even able to get advice for me from another service which really helped me. I would hope that other people get out of it what I did. I really appreciated it. Sharon is an asset to your service.

Sessions were very organised and presented well. Provided lots of information for our members and Martyn went at a steady pace so that the members felt comfortable. They have gained lots of new cooking skills and said that they have really enjoyed the Cook and Taste sessions.

Community Heart Failure Nursing Service ER Summary

Number of responses: 0

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

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

Community Heart Failure Nursing Service Hull Summary

Number of responses: 0

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

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

Community 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: 0

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

Experience	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 (Hull) Summary

Number of responses: 0

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

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

Community Ward (ERCH) Summary

Number of responses: 0

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

Experience	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%

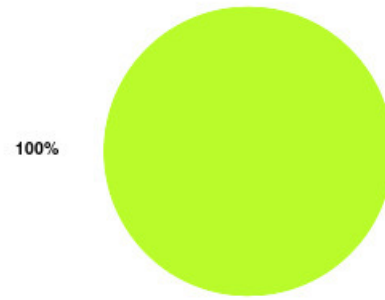
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Deep Vein Thrombosis Summary

Number of responses: 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

Everyone was pleasant and efficient and explained everything very clearly.

Helen has a great sense of humour, her attitude to her job us 1st class and must be an asset to the NHS. The best and most thorough nurse I have ever seen.

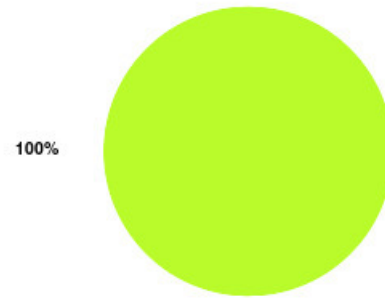
Fantastic.

Dental - Beverley PDS Summary

Number of responses: 33

Experience	Amount	Percentage
Very good	33	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	33	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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



Comments

very happy with the service nothing to improve

recommend this service to everyone

lovely staff

happy to have been able to register at last

great as always

love my new dentist after years of the last one here, he's like a breath of fresh air

lovely to be back, always a good visit

gave up there lunch for me to see the dentist in and emergency, cant get a better service than that

thank you for makin mum smile again, so happy with the service and staff are amazing

really happy with the out come thank you

happy staff in the circumstances, lovely visit

very pleased with the treatment received

kids love seeing enver, always happy to come

always happy with the service we receive

relaxing atmosphere for a very nervous patient

great local service, nothing to improve

helpful friendly nurse caring dentist

Really helpful and caring, would highly recommend

lovely staff even got seen earlier for my appointment

Very quick and efficient

Happy with all aspects of treatment

everything is spot on and happy

more than happy with the service, nothing to improve

very attentive staff and dentist, very good with kids

nothing to improve, every visit is like seeing family, happy to recommend the service here

efficient and friendly service

not registered but got seen as an emergency, helpful friendly staff

got me seen in an emergency so very happy with the service and staff

running on time, lovely staff, great dentist.

very happy with the service, been using them for years enver is brilliant

always friendly and welcoming service is very good

excellent staff very happy

great service 10 out of 10

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%

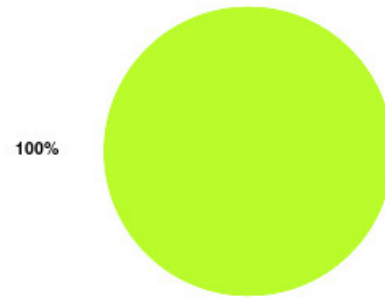
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Dental - Driffield PDS Summary

Number of responses: 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

staff were very nice and friendly

Never a nice experience having a tooth removed especially after the dental care I have received in the past. However Jeanette and Hayley were very much different. They put me at ease, they took time to remove the tooth carefully without excessive damage, so dare I say my first pleasant visit to the dentist. I only hope I have them both for my visit in September thank you

Very good service made me feel very easy and was very patient with me everybody was very friendly

I could not fault the service

was put at ease did not know them but both were great

Excellent service Excellent all around thank you :D

Efficient & welcoming

I couldn't have had better care from everyone. It was a 100%.

I am afraid of the dentist but the staff are friendly and make you feel at ease, never had a problem, excellent staff

I had an emergency repair of a broken tooth which had a very sharp pin exposed and was causing me to catch the pin on my cheek making my mouth really sore. Excellent service seen quickly and efficiently

Feeling very comfortable with the service and also very informative with advice always feel relaxed when I leave

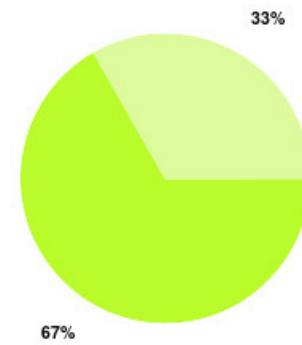
Very professional and friendly

Dental - Goole CDS Summary

Number of responses: 3

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

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



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

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

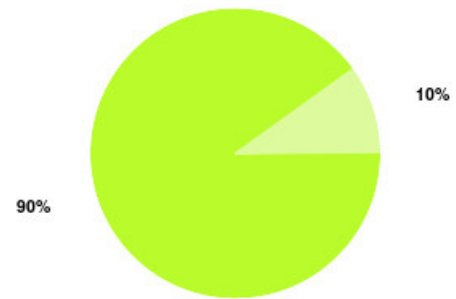


Dental - Goole PDS Summary

Number of responses: 20

Experience	Amount	Percentage
Very good	18	90.000%
Good	2	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	20	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%



Comments

Staff are always polite

Staff friendly make the children feel at ease

always friendly and super helpful :-)

Everything was good

Amazing and patient with my daughter

Always efficient and helpful

Brilliant service

Quick and painless Good staff

Quick & efficient

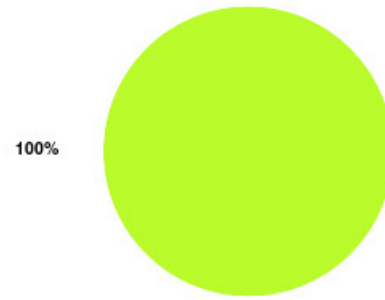
Very friendly and made you feel reassured

Dental - Highlands CDS 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

Made my daughter feel really happy - no stress , lovely nurse and dentist. 5 Star service

Everything was excellent - thank you so much

Staff are amazing with Jacob (Suki, Lucy and Rebecca). He really trusts them and they explain everything to him. So pleased he is in your care, thank you.

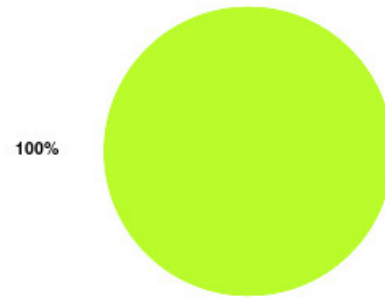
Dentist and nurse were so kind, made Austin feel at ease and everything was explained clearly. Thank you!

Dental - Jameson Street PDS 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

saw Mr Abbas debek and we discussed a prior complaint he was lovely and resolved the issue the teeth feel great after his clean up and he has agreed yo see me in his lunch time if the temporary filling falls out that I have

nothing needs improving

professional attitude and warm reception on arrival

always great service friendly helpful nothing to improve

so gentle I didn't even know the teeth had come out very quick and carefull

everything you have done made me feel welcome would recommend to any friend

the place makes me feel so comfortable and welcome and honestly I wouldn't change anything

very good service and do the environment keeps all the day and along waiting away please check so back to full waiting area for children

my visit was amazing going to get family in here they are registering oct thanks to you all

very quick and efficient excellent service (never felt a thing)

everybody was lovely and kind every above and beyond

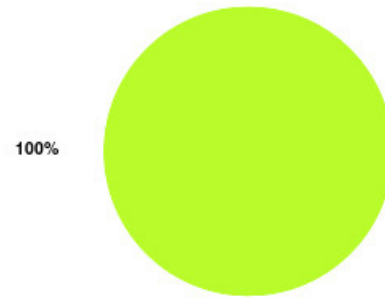
very calming lovely care

Dental - Orchard Park CDS Summary

Number of responses: 23

Experience	Amount	Percentage
Very good	23	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	23	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%



Comments

To all the staff, Thank you got always been so fantastic with Vijay. The IV team you are all amazing from reception to Dental Nurses to the Dentists Cant Say thank you enough Best Wishes Vijay & Jez (Carer) P.s Thanks Nicky for getting him in so fast.

Dentist & Nurses were Brilliant, Everything was explained really well and I was made to feel at ease/

Everyone I have seen at this practice has always been super nice and accommodating of my health issues. I cannot fault anything! Thanks for being awesome people!!

everything was great

no improvements needed

Everyone was very caring, I could not have been treated better anywhere else in Hull.

Excellent service, well organised, Feel safe. Clean everywhere. Excellent staff.

Everything good!

Patience and understanding really helped. Extended time to attend individual needs. Fantastic-thank you.

Excellent service-thank you

The team were fantastic, explained everything and so nice. Many thanks

Been looked after very well because my usual dentist is closed (Bridlington)and coming a long way. Very good treatment and care.

All the staff are amazing, so thoughtful and caring especially Alison who my daughter loves!

no improvements needed

My visit has been good, they have sorted all my teeth for me.

Always polite and extremely helpful in any situation, never had any problems since started coming here! 10/10 Lovely team

Not a great deal with times like these.

The dentists are always so lovely and are really good with me and the receptionist is always very helpful!

I'm really reassured with the staff, PPE and the way they keep us safe and never waiver in the rules. I cant see a way, or a need, for any improvements as the staff are so efficient at safe guarding and always polite, helpful and have a caring attitude.

Everything was as brilliant as always.

Pleasant staff Well organised Clean waiting room No improvements needed

The staff were all lovely and very understanding of Jacks needs.

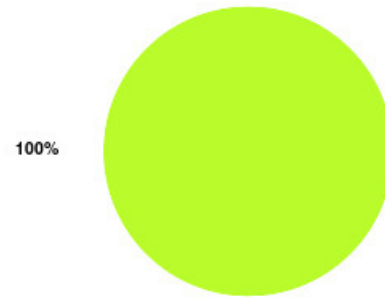
Brilliant, well at ease both amazing! Felt comfortable and no worries

Dental - Pocklington PDS 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%



Comments

Friendly staff, great team.

Excellent service.

Amazing team!

I saw Sorelle for a clean and a filling replacement. She was very careful and explained everything clearly as she was doing it. One of my best experiences at the dentists.

Friendly staff, all smiling and got seen right on time. Had a lovely experience in surgery with Sorelle.

Amazing, calm experience today.

Great experience today with Sam and Sorelle. They make a great team!

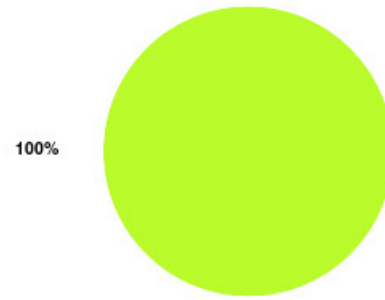
Outstanding service from both Poppie and Sorelle, they both made me feel at ease throughout my treatment session as I am an extremely nervous patient.

Dental - Withernsea PDS 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

Hello, i felt very safe. Well organised from arriving to leaving. Really excellent.

I got an appointment within twenty four hours for an abcess .

Had a broken tooth - Given same day appointment - Tooth fixed - Great service as usual - Very friendly and helpful staff.

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%

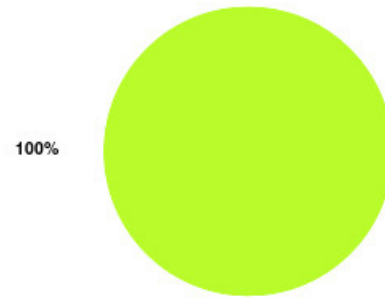
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Dietetics (East Riding) Summary

Number of responses: 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 helpful and listened to what I had to say also . Don't think it could be improved .

It was very good there was a trainee there asking questions too.It was very professional I felt at ease and I don't think that anything needs to be improved

Appointment arranged quickly and dates to suit my arrangements

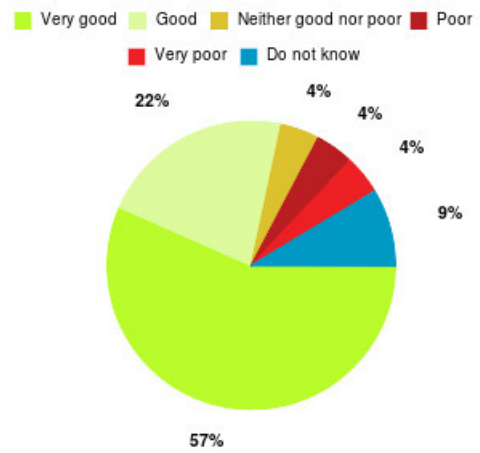
She was very polite and helpful also answered all my questions she was also very thorough at all she did was very nice she needs no improvement very pleased to of met her

I was very satisfied with the call from Catherine & she explained the things about celiac which I did'nt understand,and was very helpful.so no improvement neccessary from my angel Thank you Catherine. Best wishes Avril.

Dietetics (Hull) Summary

Number of responses: 23

Experience	Amount	Percentage
Very good	13	56.522%
Good	5	21.739%
Neither good nor poor	1	4.348%
Poor	1	4.348%
Very poor	1	4.348%
Do not know	2	8.696%



Experience	Amount	Percentage
Very good & Good	18	78.261%
Very poor & Poor	2	8.696%
Neither good nor poor & Do not know	3	13.043%



Comments

I have not received any service from you, how can I comment on up coming service/advice before time. My appointment is on 30.7.2021 at 15.15 through video link. I will send you comments after appointment. Anjleen bukhtawar

I have not received any service from you, how can I comment on up coming service/advice before time. My appointment is on 30.7.2021 at 15.15 through video link. I will send you comments after appointment. Anjleen bukhtawar

Always really good with my son, great advice.

Good....that you cared and I was given practical advice and supplements. Bad.... Communication between yourselves and my gp wasn't very effective This was not on your part but no action was taken from them on your advice and I had problems getting my prescription from them twice

Nothing was working to prevent my daughter being sick

Noelle has been a great support throughout Rorys journey. He has come on leaps and bounds and we are pleased he is now on the right path with his diet. Thank you again for all the support and listening. Toni

Young dietitian was very nice and helpful

Parents should be listened to not judged. I feel I was judged and being told I should have started weaning at 4 months I have never weaned at 4 months old the state guidelines are to wean at 6 months as the little tummies are more mature. I have 6 children where by I have weaned 4...one of those whom had server allergies to cows milk I did the milk ladder solo with no help from professionals so to have a dietitian come in and tell me I'm doing things wrong with my 3 year old is slightly a bit rich. I've asked for help and gotten nowhere now everyone comes in slating my parenting skills I am a 39 yr old adult with 6 children and do not appreciate being spoken to in the manner of a toddler all that was missing was being placed on the naughty step. I also do not appreciate being told I need to give my 6 month old more food and less formula/breast milk...she eats plenty for her age and she feeds on demand it's never failed me yet...also I'd be slated if I refused to give give milk at all but being slated because I'm 'over feeding' my baby...I'm sorry but you cannot over feed a baby they will only take what they want and need she's not over weight she's not under weight she's spot on perfect for her age.

Parents should be listened to not judged. I feel I was judged and being told I should have started weaning at 4 months I have never weaned at 4 months old the state guidelines are to wean at 6 months as the little tummies are more mature. I have 6 children where by I have weaned 4...one of those whom had server allergies to cows milk I did the milk ladder solo with no help from professionals so to have a dietitian come in and tell me I'm doing things wrong with my 3 year old is slightly a bit rich. I've asked for help and gotten nowhere now everyone comes in slating my parenting skills I am a 39 yr old adult with 6 children and do not appreciate being spoken to in the manner of a toddler all that was missing was being placed on the naughty step. I also do not appreciate being told I need to give my 6 month old more food and less formula/breast milk...she eats plenty for her age and she feeds on demand it's never failed me yet...also I'd be slated if I refused to give give milk at all but being slated because I'm 'over feeding' my baby...I'm sorry but you cannot over feed a baby they will only take what they want and need she's not over weight she's not under weight she's spot on perfect for her age.

The nurse was very polite and she understood that it wasn't easy to gain weight and tried to introduce thing subtly.

Advice was clear, useful and prented in friendly manner. All my questions answered and problems addressed.

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%

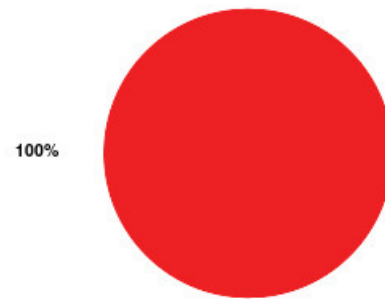
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Eating Disorders Summary

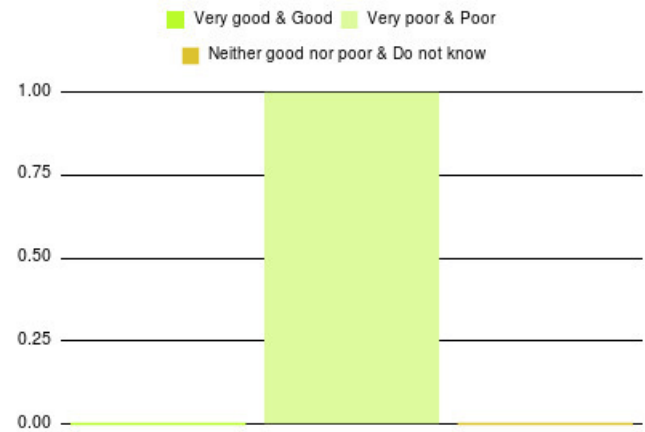
Number of responses: 1

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

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



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



Comments

very poor not help me

EMPOWER Summary

Number of responses: 0

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

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

ER Podiatry Summary

Number of responses: 0

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

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

ER Tissue Viability Summary

Number of responses: 0

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

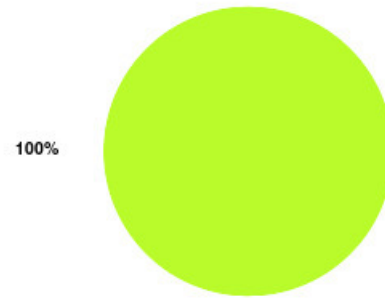
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Falls Team (East Riding) Summary

Number of responses: 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

Edelle went above and beyond in my eyes, she ended up getting a neurologist appointment for me after discussing with the GP, who I felt never listened to me. Equipment was put in place, and nothing seemed to much. She has such a caring and compassionate way, and fun with it.

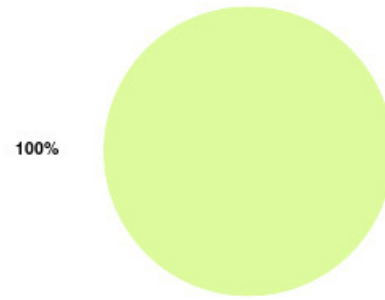
First of all, Lucy thank you, it was only over the phone but you made things so much better and the next day Edelle had booked a visit to my mums.my mum the following day. I was just frustrated that my mum had been left but Lucy put me at ease regarding my mum, and Edelle was so good with her, on their first meeting they had a good rapport. Edelle checked in on my mum several times after that. Not sure how things might have turned out but with Lucy's compassion, things were put in place for my mum. Thank you.

Falls Team (Hull) Summary

Number of responses: 2

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



Comments

Elly - Helpful and very good at showing us how to use equipment. Gave us plenty of time.

I as so happy with the service, I do ot have a lot of confidence but Matt was so patient with me, he listened and took on board how I was managing. There was a delay with equipment but Edelle kept checking in with me, keeping me updated, she has a lovely manner, so bubbly and happy. Glad she came to try the equipment with me. Thanks again to the team.

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: 0

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

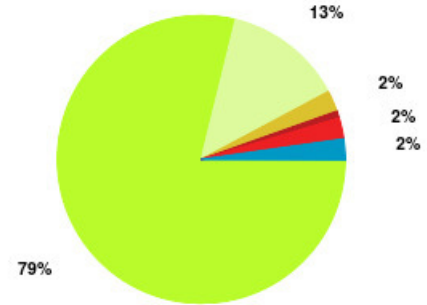
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

GP - East Park Surgery Summary

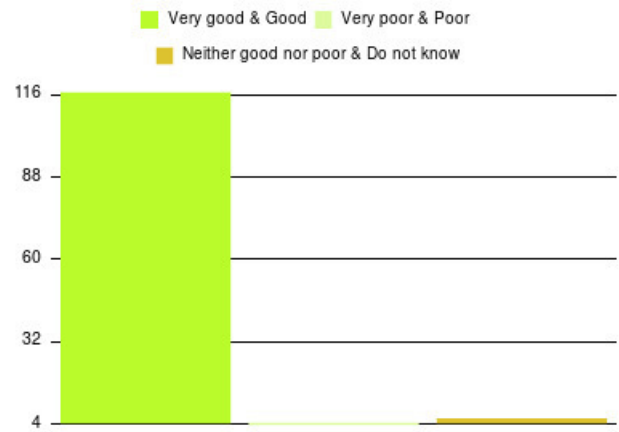
Number of responses: 127

Experience	Amount	Percentage
Very good	100	78.740%
Good	17	13.386%
Neither good nor poor	3	2.362%
Poor	1	0.787%
Very poor	3	2.362%
Do not know	3	2.362%

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



Experience	Amount	Percentage
Very good & Good	117	92.126%
Very poor & Poor	4	3.150%
Neither good nor poor & Do not know	6	4.724%



Comments

I got excellent service from the doctor.she was very good and told me everything I asked 10 out of 10

Safety aspect and prompt times

It was quick and I felt that Covid measures were being very well adhered to.

Diane was very reassuring and explained everything fully which made me feel at ease.

Fast efficient and welcoming

Appointment was with nurse for routine health MOT for 45 year old. Nurse was lovely and very informative, offering good sound advice.

Friendly and professional efficiency.

Nothing everything was great

Staff and nurses are polite dont no about the dr. Never seen him.

Got my daughter seen quick and the doctor explained everything really clearly

Got seen straight away and the nurse was great thank you Mr g high

The nurse who did my bloods was lovely and helped me to feel at ease

over waited till 4:45pm to speak to dr after calling at 8am for an appointment

The nurse i visited was lovely she was very helpful and informative. Gave me some good advice.

Quick and friendly service

Social distancing, waiting area clean, appointment on time, helpful receptionist, friendly nurse. No improvements required.

It was crap no help

Good service nice friendly staff

Not waiting very long. Staff very helpful. And the nurse was very polite. Couldn't ask for more.

Always efficient and helpful great practice

I was greeted with a friendly smile (masked face but the eyes smiled plenty) from the nurse, painless needle work for taking my blood.

Very COVID secure

The nurse and doctor explained everything to me. I felt I understand.

Was not waiting long it was for a blood test, very professional and kind put me at ease as I don't like needles

They could come to the buzzer not have to wait for 4 buzzes

Excellent advice and care from Louise- who is an absolute credit to the practice and has helped me immensely since she started being involved with my care

The nurse was lovely. And the receptionist who let us in was friendly.

The nurse was very friendly and listened, giving back advice to me which normally doesn't happen.

Prompt app friendly receptionist

I'm new to this surgery and the staff are lovely and helpful. Courteous and accommodating. I was even called in early for my blood test.

Me and another patient with the same first name ended up in each others consulting rooms but thanks to the sheer professionalism of the two nurses this was sorted

The nurse was helpful and pleasant.

The nurse is an absolute gem.

The way the dr listened and interacted with me

Everything

Sorry - nothing good I can say apart from the social distancing was spot on and temperature check was correct

I've been with the surgery for probably 10 years and as a whole, in my opinion, the care has been very good.

I like this practice, the staff know me well and are lovely. I have 2 illnesses - schizophrenia and Crohn's disease and the staff are great.

Good docs very professional

RECEPTION WERE VERY HELPFUL, BUT NOT ENOUGH TIME TO ASK ONE QUESTION, CAME OUT FEELING A BIT LIKE A SCHOOL GIRL AGE 68,

In and out in 3 minutes

The doctor had such a caring and warm professional manner.

Fast an efficient

Good friendly service ?

Pleasant

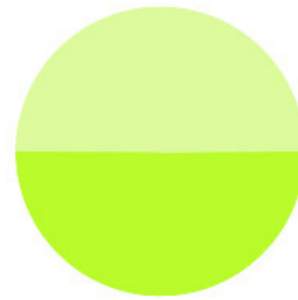
Polite professional staff on time appointment safe Covid environment

GP - Story Street Walk In 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
50%



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

Seen fast. Didn't have to wait long. Julie was amazing, looking after my son.

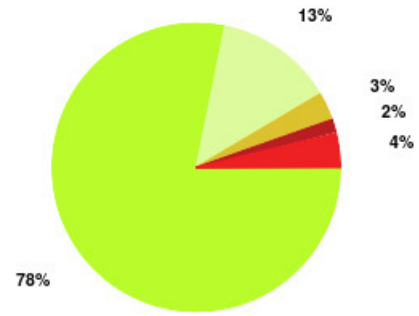
Thank you for all you do.

GP - Kingston Practice Summary

Number of responses: 128

Experience	Amount	Percentage
Very good	100	78.125%
Good	17	13.281%
Neither good nor poor	4	3.125%
Poor	2	1.563%
Very poor	5	3.906%
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	117	91.406%
Very poor & Poor	7	5.469%
Neither good nor poor & Do not know	4	3.125%



Comments

Handled very politely and very gently

Was seen quickly, professionally and with great friendliness.

Taken in at the appointment time nothing to improve still very friendly and informative

Felt at ease and talk and listen

Waiting outside was a bit difficult even though it was not long and very organised. This is due to a disability and not been able to stand for long due to pain.

With the covid situation i dont think you can improve what you are doing carry on doing a good job

I was very worried when y came to the surgery and was put at ease straight away and the doctor listened to me and was very reassuring .

Everything was well organised and the nurse was very nice.

The nurse was very kind and made the vaccine very easy for my baby. She was also very friendly with the baby.

It all felt very safe and the nurse was very friendly

Very good

Very friendly staff I didn't have to wait for my appointment

friendly staff in the office and also the nurse was fab and reassuring

The nurse I saw was brilliant. I had a few questions and she was very happy to answer them. And give me good advice.

Nothing was good about it. My wellbeing is not been looked at

Superb bedside manner

Friendly service. Not good that disabled people have to stand queuing outside the surgery though.

The staff are exceptional especially The P.A my my daughter saw saw. The nurse is such a kind professional caring nurse.

GP called me when expected, got me in for an appointment within a week and saw to me very efficiently when I arrived at the surgery. Couldn't fault it

Slightly late in getting in. But I didn't mind that. Otherwise everything was good, very professional

The doctor was very pleasant and visit was overall excellent, only downside was the initial waiting time

Easy and safe access to surgery. Nurse very professional and pleasant. Felt covid safe

My appointment was on time. Staff very kind and courteous.

Excellent and very civilised. The lady who rang me by mistake took my joking very well. Thank you all

I wasn't waiting long and I could wait inside

"English Lessons. How to be professional with your job and not spending 5 minutes with your patient. How to not be superficial with your job."

Guide lines working prompt attention vg

I found it calm and relaxed !

Visiting my regular GP has always been good. I felt much relaxed after discussed my painful leg situation. So far the advise he offered helps.

The information The nurse told me put my mind at ease it was a very good mot

Very friendly nurse,, sign on door telling you to buzz in to let you know they have arrived

Nurse was very informative about healthy lifestyle and made me feel comfortable about the appointment

Very informative

The nurse was very reassuring if I got her every time I had to have my bloods or any injection i feel fine about having them

Pleasant staff

Important is, the staff are very welcome to patients. So I'm happy with anything they were doing for me I think they are doing fantastic job. thank you.

The doctor was very helpful with an explanation of my problem and got straight to the point but did not make me think he was rushing me

Jane very helpful

Excellent service caring and gave time to listen

Clear distances in waiting room. No long waiting and everything was okay

Friendly staff

I felt safe at the surgery, was seen in time and the staff are lovely.

The doctor rung me on time and he was so helpful

On time

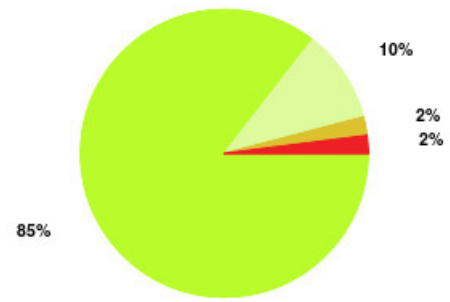
I was seen on time , fully informed about the nature of my visit and the procedures that the nurse was going to preform.

GP - Riverside Practice Summary

Number of responses: 48

Experience	Amount	Percentage
Very good	41	85.417%
Good	5	10.417%
Neither good nor poor	1	2.083%
Poor	0	0.000%
Very poor	1	2.083%
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	46	95.833%
Very poor & Poor	1	2.083%
Neither good nor poor & Do not know	1	2.083%



Comments

Very well trained please t nurse

Doctor was very nice. He make everything to make me happy

Punctual polite and very helpfull

On time & efficient

The nurse was very kind and helpful, I think her name is Becky. She explained everything very clearly. I don't think anything could have been improved.

I was at Riverside. Mark Hulme is a very reassuring G P who always follows up with your appointments

Quick service in and out

The Nurse was so caring.

I feel like I have been put in a box and labelled and tablets thrown at me.

It was very efficient and can't improve was very satisfied

It was very good the nurse was polite and friendly.

Helpful and friendly service

Competent treatment.

Saw me on time. Receptionist helpful with my enquiry.

The nurse was Extremely caring and made my experience much easier for my bloods being taken please thank her she is very profesional at her job.

I felt covid safe. Was dealt with promptly and Becky was an absolute angel!

I was met by my new g.p.at the main entrance and was escorted to his room where he was very polite and clearley explained everything to me

Good covid restrictions in place and hand sanitizer and temp took as soon as you enter the surgery,

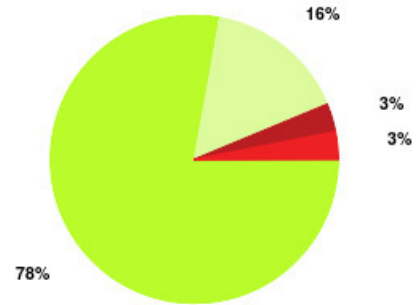
Reception excellent and prompt. My needs were attended to with professionalism and due diligence and all social distancing measures handled efficiently

GP - The Quays Summary

Number of responses: 63

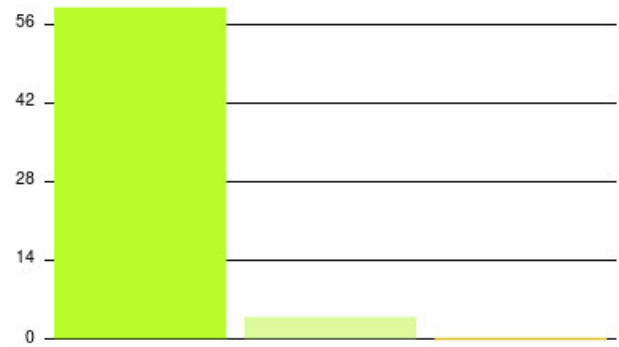
Experience	Amount	Percentage
Very good	49	77.778%
Good	10	15.873%
Neither good nor poor	0	0.000%
Poor	2	3.175%
Very poor	2	3.175%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	59	93.651%
Very poor & Poor	4	6.349%
Neither good nor poor & Do not know	0	0.000%

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



Comments

Rang doctors to say i would be slightly late due to panic attack was told to be on time or lose my time slot is there no sympathy from the receptionist

The over zealous security on entering premises present a maximum UK Gov. dept feeling. NOT GOOD when visiting a doctor's surgery.

Everything was fine. No improvements required

the nurse was really helpful and nice

Everyone was very friendly, I was made to feel at ease and the nurse that I saw was lovely and warm, and made what could have been uncomfortable, a very p

Such a refreshingly pleasant doctor. Hope he stays!

The appointment time was exactly to time, the surgery was clean and well organized and the nurse was really friendly and efficient, overall a Very good

Very good & I looked after me well & making another appointment

I was given an alternative surgery because they couldn't fit me in in time.

Thorough examinations

The GP took her time and hopefully I will get sorted out

Efficient and Nothing too improve on

Staff very friendly, service was quick, appointment was on time or even a little early, everything was clean.

"All Good. Excellent Service From EVERYONE IN THESE DIFFICULT TIMES."

Liked the commitment & skill

Every thing was explained to me in great detail, and the nurse was polite and reassuring in explaining every thing to me. No improvement necessary, fantastic

Friendly staff. Well trained nurse to deal with children and clean tidy waiting area

Very nice and good quality of service

Quick and felt very safe with Covid procedure

Nice, friendly atmosphere in relation to the patient (Reception). Reliable medical care.

Sent me for a check up to Storey Street when I'd already had a check up February.

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%

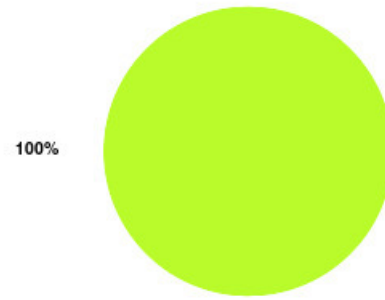
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Health & Development Worker Summary

Number of responses: 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%



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: 0

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

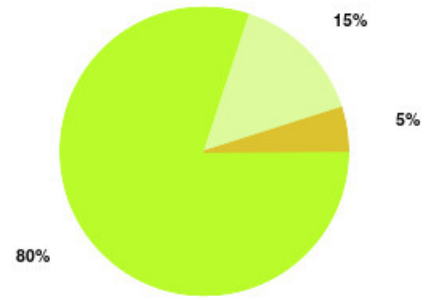
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Health Trainers (inc Social Prescribing) SH Summary

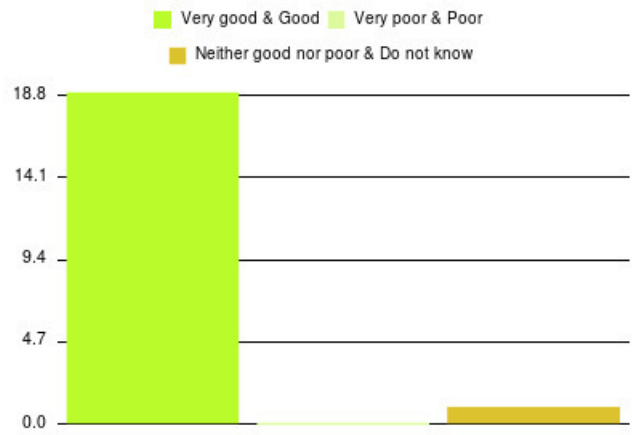
Number of responses: 20

Experience	Amount	Percentage
Very good	16	80.000%
Good	3	15.000%
Neither good nor poor	1	5.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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



Comments

Thank you Sharon for all your support and helping me achieve so much , your support as helped me to get to where I am today . I could not have done it without you help

Far to many appts / with questioners involved - looking for support / chat not a tick box exercise

Thank you for ringing - its made me feel a million times better

“Likely – you’ve listened to what I need, you’ve worked out some things that, no improvements”

very helpful

“It’s been 10/10, everything, you have made me feel good about myself, done everything spectacular. Nothing you could do better”.

“I feel positive, you have been amazing to talk to, I know Ive confronted a few things which I wouldn’t normally talk to. I feel, obviously if it was a number 10/10 , comments I feel you have been very approachable, you’ve been interested in my situation personally, you’ve been able to sort of build a picture whats been happening, signposted me, took into account not to rush things and been able to identify priorities. I feel positive, because I can speak to you so well, I feel can tell you how I feel and there is nothing you could have done better, thank you Jordan”

“found it really good, I mean I think a lot of the loneliness is not speaking to anyone, not seeing anyone for weeks at time, its good to talk and say how I’m feeling, a lot of the time people ask how you are but they don really want to know but I think it’s been really good, it’s been helpful, I have some numbers I know I can get on with to try”.

I would highly recommend anyone feeling they need a little support or anything to reach out to the team. I was reluctant at first due to experiences with other places I'm sure alot of people know what I mean when I say you can be made to feel like a burden but I haven't felt this way at all since using the service, the team have great Empathy, compassion care and will help you with everything they can. You will feel more stability and capability to deal with certain things yourself from the support. Really appreciate the support, thanks again. Best regards.

Thank you for all the advise today - I have lots of information to help me make changes

"yes, I'd recommend it its been good to talk, getting the information and actually have a good chat to someone, it's been perfect"

Thank you for keeping in touch to see how I am

wasn't what I was expecting - understood would be seeing a clinical service

Lots of information of how to make lifestyle changes - going to get those steps in

pushed me to make changes - the support as been brilliant and having the calls as kept me on track

Thank you for the call very informative

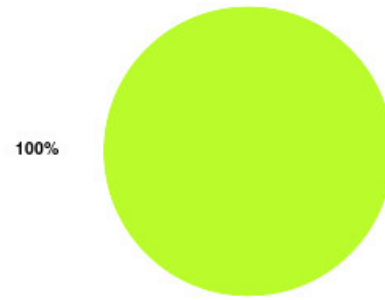
More awareness of the initial appt and service prior to the appt

Health Visiting 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

Debbie has offered excellent support and feeding strategies to use with my baby. Debbie has enstalled confidence in myself and I am happy with the service she has provided on all of her visits yo my home.

Listened to everything I had concerns with

Had the support I needed and reassured if I need further help or support they would be there to do so. Brilliant support from the nurse supporting me with my daughter, cannot fault her. If I need to use the service again and they are anything like the nurse we had I know I'll feel great comfort and support.

Jo is amazing. If I needed anything she was there. Nothing is too big or small and as a new mum in pandemic it was greatly appreciated. After my daughter been born I had feeding complications she sorted support and was both compassionate and caring in any questions or queries. Cannot thank or think more highly. Jo offered to weigh my daughter as clinics closed with covid whenever or if had any worries. I was fortunate but to know there was huge support.

Shirley Simpson was our health visitor whilst we lived over in West Hull and she was absolutely amazing with both my children. Me and my partner felt comfortable around her without judgement, she never forgot our names or stuff about ourselves that we told her and she always appeared interesting in us as people not just as parents. Shirley is an asset to the service and I cannot thank her enough for how incredible she is! I've recently moved to east hull and the only sadness I have is not having Shirley anymore, I wish her all the best in the future!

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%

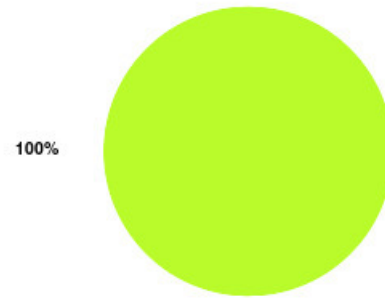
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Hull First Falls Summary

Number of responses: 19

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

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



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



Comments

Jody/Terry

Jody/Terry - Very good service, very happy to know that they are there to help.

Jody/Terry - I have used this service more than once, always very nice and helpful.

Jody/Terry

Jody/Terry - Always good to see them. Great service.

Jody/Terry - Very happy.

Jody/Terry - Great service.

Jody/Kerry - Very happy with the service I received.

Jody/Terry - Very happy.

Jody/Terry - Very happy with the service.

Blue watch - Very happy.

Great.

Blue watch - Very good, looked after me.

Blue watch - Very helpful with service. Would recommend to anyone.

Jody/Terry

Kerry & Jody - The best. Felt safe and valued.

Kerry & Terry - They are wonderful.

Kerry Jody - Brilliant.

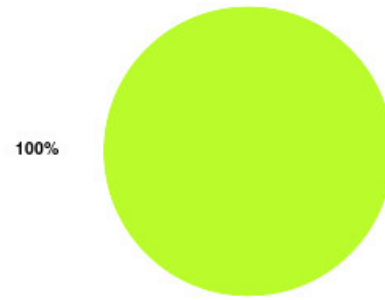
Kerry & Jody - Fantastic team.

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 - Ruth so professional and a lovely person. Explained everything. A first class service.

Very efficient, good service

Very professional, very caring. Lovely people.

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%

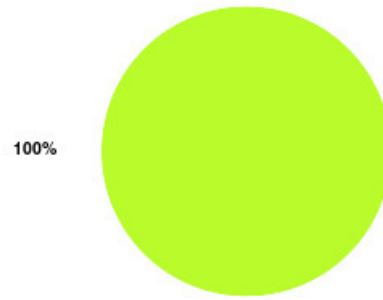
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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%



Comments

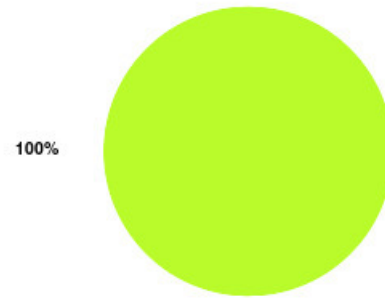
Debbie Jackson was incredible with my daughter and I, She fully encouraged my decision to continue breastfeeding and supported us in doing so - Debbie made me feel comfortable and fully supported throughout our time with her and was always lovely to speak to. I don't think any improvements are nessecary, Debbie was great with myself and my baby.

Infant Feeding Service (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

In a word FIONA she is the reason i am still breast feeding my son and he is thriving. when a healthcare worker sent by the community midwife incorrectly weighed my son and was inappropriate with me and critical of me (took photos of my son on the boob to show me how wrong i was doing it, touched me without permission and told me i was just giving him a drink not letting him at the buffet amongst other things) for the second time i may add (she did the same with my daughter) i was an anxious mess. I suffer with sever anxiety and mental health issues following the stillbirth of our first daughter and when it comes to my babies im very hard on myself and get defeated. then there was fiona, she guided me, watched me feed and reassured me whilst giving tips on how to get a better latch, loaned me a pump and was just an all round superstar. daily contact and amazing support to keep me on my breast feedjng journey. she is an asset to your service and should be commended for the work she does.... nothing is too much bother for Fiona and she has a calming nurturing nature to ger that you cant buy or train its natural.

I was having trouble breastfeeding I was contacted the day after I was discharged from hospital and offered a video consultation and follow up calls with lots of advice and reassurance given. Excellent service really helped me through a stressful time.

I was helped to establish breastfeeding whilst still at the hospital after giving birth. I was then contacted the next day by the infant feeding team on the phone. They then continued to contact me regularly to check in and advise. They identified my baby was cluster feeding which I'd never heard of and gave helpful advice. They are also available any time you have questions. The whole service has been very supportive and I know they will be helpful once I start introducing solids and need advice to correctly drop breast feeds.

Fiona was absolutely fantastic. As a new mum struggling to feed a newborn I was anxious and tearful, Fiona showed so much empathy and really put me at ease. It was like I was chatting to a friend, it made me feel so much better and cared for. She offered solutions that really helped. She helped us to rent a pump and spotted that my son had tongue tie and made sure we got referred quickly and efficiently. I honestly feel like without her visits I would have struggled hugely and possibly given up on the idea of breastfeeding. She made such a massive difference to me and my son and we can't thank her enough! She is amazingly what she does and a truly lovely human being!

The team have been so supportive and so needed! My feeding journey has been difficult But knowing i could ring this team has helped massively. They always respond and give great advice.Naomi in particular has such a lovely manner and has often praised me, which was lovely.

Lisa was really Informative and friendly, didn't rush me off the phone when I was asking things :)

Intermediate Care Summary

Number of responses: 0

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

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

Intermediate Care (ER) Summary

Number of responses: 0

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

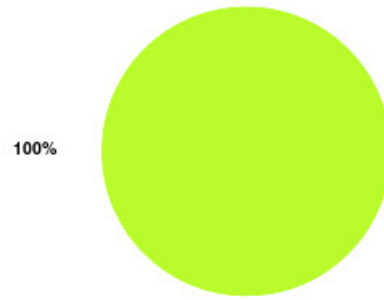
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Jean Bishop ICC Summary

Number of responses: 16

Experience	Amount	Percentage
Very good	16	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	16	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%



Comments

What a wonderful experience with the team. Everyone was so welcoming and compassionate. Very thorough assessment and attended to both immediate and longer term needs. Great food also.

Everything was good. The staff could not have been more pleasant and helpful.

Staff were brilliant. Friendly and helpful in every possible way. Really felt much better after visit.

All good

Very good

I was taken very good care of from walking in the door. It made our first visit a very pleasant experience.

Fantastic visit, everything under one roof, facilities spotless, cannot fault staff, everyone we saw was professional and understanding. Nothing too much trouble and extremely pleasant. An all round brilliant experience.

Everyone very friendly and efficient, very helpful. Brilliant atmosphere, very happy.

Very efficient and helpful.

Excellent facilities and wonderful attentive staff. A credit to NHS. No suggestions for improvement at this time. Thank you.

Absolutely brilliant. Staff lovely and caring, friendly, great experience all round. Only possible improvement, waited an hour from 1st appointment to the next. But understand some computer problem so obviously couldn't be helped. Lovely place, lovely people.

The whole experience has been fantastic, mum and I have battled for help for many years. From the lovely welcome to the fantastic health care professionals, this visit has renewed our faith. Thank you all.

The staff could not have been more helpful, it has been a very efficient and pleasant experience. Everyone was so helpful all the way through. Thank you all.

Felt like I was getting sorted out. All the staff were excellent. A pleasure to have people take time with you. A very good service.

All staff very kind and helpful. Enjoyed very much.

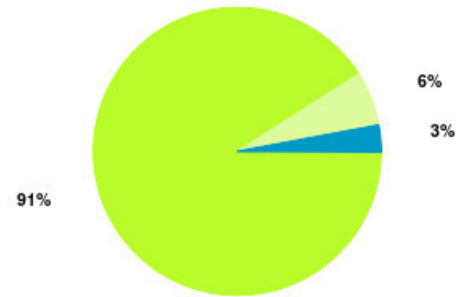
Everyone was so very kind and helpful, couldn't have been treated any better.

Let's Talk (Hull) Summary

Number of responses: 33

Experience	Amount	Percentage
Very good	30	90.909%
Good	2	6.061%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	1	3.030%

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



Experience	Amount	Percentage
Very good & Good	32	96.970%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	3.030%



Comments

I found the service very useful and know that is helped me improve my mental health. Owen was very insightful and understanding during our sessions and provided me with everything I need to look after my mental health.

Everything was good and nothing could be improved

I spoke to a lady today called Teresa. I found her good to talk to. Things I couldn't understand was explained calmly. She was very helpful full and understanding on everything.

The referral process is easy, however after 4 weeks the only communication has been a text to say treatment has been identified but there is a waiting list for this and I will be contacted once an appointment becomes available. I have no idea what assessment has been made so better communication and less waiting time would be better.

Nothing could be improved I spoke to scarlet and she was really lovely to talk to.

I was sceptical about having EMDR. However, it's absolutely changed my life. I feel like I'm finally myself again and I couldn't thank Stuart enough for working with me!

The service gave me the opportunity to talk over my worries and anxieties. I received regular support and guidance on how to focus on positive thoughts and activities. The therapist was excellent and helped me gain skills that will hopefully assist me in staying on track in the future.

Stress Control: Thank you very much

Stress Control: Thank you for all your help over the last 4 weeks ... very informative

Stress Control: Thank you so much for your time, its greatly appreciated

Stress Control: lots of good analogies and ideas in there

Stress Control: sessions have been great thanks!

Stress Control: Thank you very much, these sessions have been very informative and useful!

Stress Control: Thanks Kevin and Owen. Really useful sessions

The stress control sessions were informative and engaging. And I imagine they will come in very useful to those experiencing anxiety and depression. Neither of these are of significant concern for me. I experience a PTSD as a result of my upbringing and this has implications for me in the workplace. I now have health concerns which have become a priority. I have been invited to contact the service again in the future if needed. Although it has been explained to me that I may not be able to access specialised therapy.

The therapist was very friendly and the techniques used were useful.

Excellent service. I like the commitment of the therapist, the good techniques for my therapy and all listening to me.

The lady I spoke to was very understanding. At this stage I can't think of anything that would improve the service I've had.

Nice to talk to somebody that you can share how your feeling about auffering of Anxiety,depression..thank you very much

Wasn't a visit but the online self referral application form was straightforward and easy to use. Couldn't suggest any amendments or improvements :) Thank you

- Initial phone call to my first meeting with my counsellor was fast - Receptionist always friendly, helpful and always made me feel at ease if I had to cancel or re book. - My Counsellor FANTASTIC! - Text facility fantastic

My person was absolutely lovely and caring. He was very understanding and listened to me and made me feel reassured as well as extremely helpful!

All of the staff at New Green Surgery were very friendly. I was very nervous about attending and admitting that I needed the help and support. The team at New Green Surgery made me wish I had accessed the support sooner. Thank you.

Just finished having CBT with Kev. If he was an e-bay seller then I'd be giving him an A+++ rating and saying highly recommend!! Great service overall.

It was reassuring and they cared how you was feeling and very helpful

My clinician listened to me and made sure I was involved in deciding on my care.

The lady who I spoke to was very friendly and gave me time to be able to speak about how I felt. She answered questions of what I asked really well and was very helpful thank you

From speaking with my doctor to my first appointment with craig I was waiting Less then a month. I used your service years ago and I have to say both times I have had excellent service and support. I never felt embarrassed or like I was unable to not speak openly. I felt support, listened too and my moods on each appointment where dealt with accordingly. 6 sessions I've had on this occasion and they have all been a huge impact on helping me deal with issues. Thank you so much.

My name is Wayne I have just completed my sessions with let's talk (CBT) my therapists was Toni Snaith the sessions are hard work but are rewarding and very helpful without having these I don't know where or what I would be like now my therapist toni is a wonderful person who really understands how you feel and gives you all the help she can by sending you emails with links to help you if I new anyone or in the future know of anyone who is in the same place as I was back in January I would definitely definitely recommend them to let's talk I would like to say a big thank you to my therapists toni Snaith and all the staff at let's talk for there help in getting me to where I am now Thank you very much Wayne

Craig was very friendly, respectful and professional. He has helped me so much and is such a good man

Owen was absolutely amazing. He was very professional but also personable which made me super comfortable when speaking to him. He was constantly celebrating my achievements and made me feel very positive about the future. Even at the end of my counselling he made me fully aware of what support I could access if I needed to in the future and set me up with a plan that will help me my full life. He was never too rushed to listen to anything and always structured the sessions how I wanted them and this also helped with my anxiety as there was no pressure on me. I can't thank Owen enough for everything he has done for me and can't praise him enough for how brilliant he is at his job. Thank you Owen for giving me hope for the future.

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%

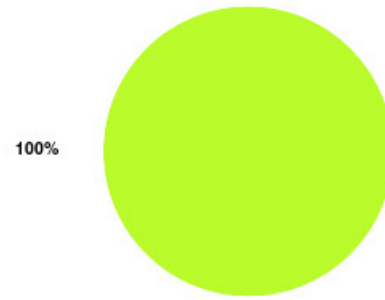
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Let's Talk - Focus Counselling Summary

Number of responses: 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 service I received was very helpful and helped me to process my feelings and over come my anxiety.

Graham Fisher was great at his job

Ali was very supportive, and professional. Knew every aspect of my problems. Directed me correctly and patiently. Cannot speak highly enough of the service. My only think the amount of sessions seems too brief, and feel I need more help.

Ali was very supportive, and professional. Knew every aspect of my problems. Directed me correctly and patiently. Cannot speak highly enough of the service. My only think the amount of sessions seems too brief, and feel I need more help.

Graham' had a a good listen ear; honest and offered me clarifying feedback. Very helpful for me to stabilise a foundation to work from. I'd like to personally Thankyou your service but more so graham who did the simple thing and exactly what it says on the tin. 'Let's talk' Sadly the local NHS trust was rather poor but that's not a reflection on this service.

Done only over the phone but a very professional service by somebody who really seemed to understand my needs.

Let's Talk - Good Day Therapy Summary

Number of responses: 0

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

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

Let's Talk - HEY Mind Summary

Number of responses: 0

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

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

Let's Talk - House of Light Summary

Number of responses: 0

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

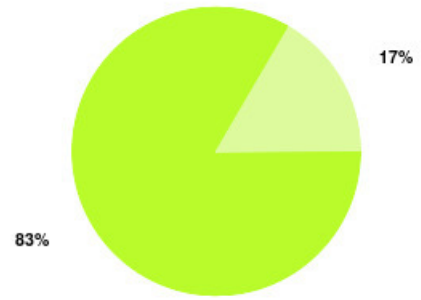
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Let's Talk - Joan Pickard Ltd Summary

Number of responses: 18

Experience	Amount	Percentage
Very good	15	83.333%
Good	3	16.667%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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



Comments

Fantastic

I think it is a very good service.They really good helping me to get out of depression.At the moment I start to feel much better.

My councillor was very understanding and helped me a lot

This service has been an absolute godsend for me, they caught me mid second breakdown and helped me through that. Following this they helped me learn that I can talk to friend and family about things and not be judged for it. I am very thankful for the service. Highly recommended to anyone who needs talking therapy at any stage in their lives, helped me so much

Helped me a lot an gave me new techniques to cope with things an my worker was amazing helped me in a big way just been there to support me was fantastic so thank you so much Lornna thanks again

The good part about this is that every step is explained easily with a clear end objective which helps people such as myself understand the best course of action to take as well as giving out handouts so we are not just trying to remember everything

Time to listern to me and very friendly

Sue is lovely and listens to me. She is empathetic and offers constructive reasons and advice as to why I might be feeling as I am or did in that situation based on how I said I process my thoughts.

Ed was very understanding and allowed me to explain how I was feeling. I felt listened to and he gave me constructive ideas in order to help me.

My counsellor has helped me to understand myself so much more on a day to day basis and improve myself tremendously.She was incredibly professional and great to work with. I was able to trust her so easily and she made me feel so comfortable, especially when i discussed incredibly sensitive issues that i have never spoken about before. She listened so carefully and took on board what I said.

I got the support i needed over the last year and it has helped me reach a far far better place now.

Talking on the phone was like talking to a friend and I felt at ease

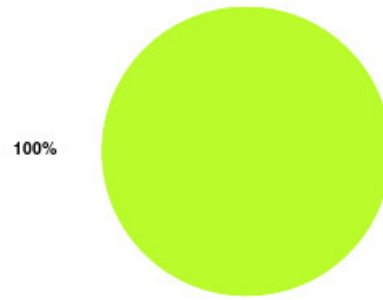
My counsellor listened and understood and supported me, which is exactly what i had hoped she would do.

Let's Talk - Relate 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

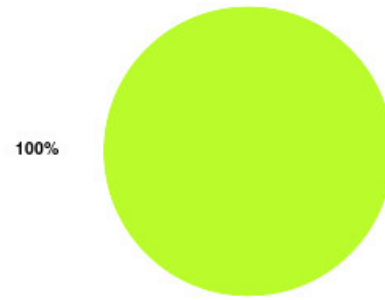
Having felt isolated due to a breakdown in my relationship - having someone to talk to, listen, to be objective in understanding the situation and how I could reflect on my own behaviours was really appreciated. Although my own personal situation is incredibly difficult and often confusing, having contact with someone at relate allowed me a safe space to be open and try to make sense of what is happening in my relationship. I'm not sure what the future holds for myself & partner, but I feel a lot more at peace having had help from relate to try and bring clarity to it. Thankyou.

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

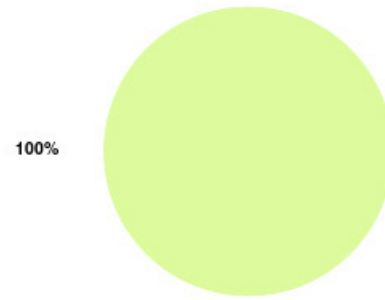
Nothing to complain about, sessions either the group or the one to one where very helpful

Let's Talk - Temenos 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

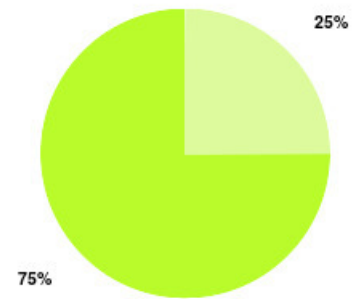
It was very helpful to have somebody to talk to but it needs to be in person.

Lifestyle Referral (SH) 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

got some good information

I attended the Wargrave Walk on Friday and it was fantastic. The walk was well attended, very organised, covid safe. The Walk Leader Ray was so knowledgeable about the area, this made it even more enjoyable learning more about Newton and getting out in the fresh air. I will defiantly recommend to a friend.

Education course with Martyn and mark have been great, Lost over 2 stone since starting the course and really looking forward to continuing this.

I know it's late but wanted to say I hope you've had the very best day, with so much love and joy, and just the right amount of cake!! I spent your birthday emptying and dismantling a garden shed, single handedly... In a week where I've already been to the gym twice, and had four extremely physically demanding days. I wasn't capable of anything like the when I met you, I struggled to even walk!! Your unique method of support and encouragement is what made me enjoy excersise so while I still have a lot of junk in the trunk... I now know how to use it and I think you should be reminded once in a while the you do change lives. You are just a Superhero in my eyes

Local Outbreak 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%

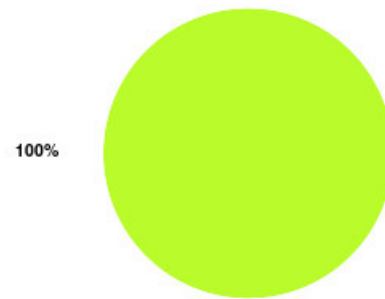
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Lymphoedema 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 have had a good time on this machine, Sarah was and is a very good lady she settles you on the machine and then goes and does her paperwork while I relax. I can tell when I haven't been on the machine as my legs go really heavy, it does work for me and I would do it again.

Sarah was very helpful and pleasant - treatment has been successful

Expert bandaging to reduce swelling in my legs. Kind and friendly service. Thanks!

Macmillan Wolds Unit (Bridlington) Summary

Number of responses: 0

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

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

Medicines Management - Care Home Service Summary

Number of responses: 0

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

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

Mental Health Team (SH) Summary

Number of responses: 0

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

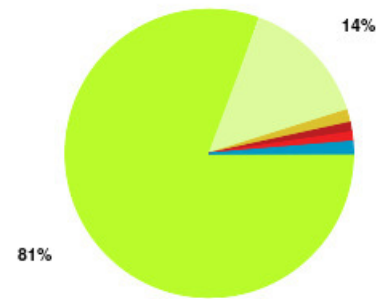
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

MSK Physiotherapy Summary

Number of responses: 284

Experience	Amount	Percentage
Very good	229	80.634%
Good	41	14.437%
Neither good nor poor	4	1.408%
Poor	3	1.056%
Very poor	3	1.056%
Do not know	4	1.408%

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



Experience	Amount	Percentage
Very good & Good	270	95.070%
Very poor & Poor	6	2.113%
Neither good nor poor & Do not know	8	2.817%



Comments

From my first appointment I have found the service to be excellent. The follow up call was helpful, my progress was thoroughly checked and I was given follow up exercises to do. My progress has been really good, alleviating the worry that I had that I would be less able to do every day tasks needed for my continued independence. I am very grateful.

From my first appointment I have found the service to be excellent. The follow up call was helpful, my progress was thoroughly checked and I was given follow up exercises to do. My progress has been really good, alleviating the worry that I had that I would be less able to do every day tasks needed for my continued independence. I am very grateful.

Made to feel relaxed and got positive analysis Unfortunately 1 week later no sign of promised videos for exercises?!

Telephone consultation with Physiotherapist. Listened to what I had to say. Gave advice and arranged for me to be seen at Goole Hospital for assessment. Nothing could have been improved!

Telephone call

He was very good at explaining what I needed to do and what I should not do he also gave me instructions on what to do to help me get better.

Really excellent felt comfortable and safe. Great advise and support came away feeling much more positive equipped with self help techniques

Phone consultation encouraged me to keep doing exercises. Is reassuring that for the next six weeks I can phone for advice if necessary.

Quick response from on-line self referral - Telephone consultation. Friendly Physio, easy to understand with follow up info for suitable exercises.

Very professional and helpful service. No improvements required

Lots of information. Very knowledgeable and useful advice. Friendly. No improvements necessary.

Johann was very professional. He listened carefully and took the time to clearly explain everything. The assessment met all my expectations. I cannot suggest any comments for further improvement at this stage.

Good explanation of my problem with useful advice on what I can do further to improve things. Can't think of how it could have been better.

Lovely person made you feel relaxed and was able to tell her the problem I have with my arm etc she made me feel better just talking the problem over
Thankyou

The staff member who called about my hip problem was very understanding and knowledgeable. Yusaf - sorry if spelling incorrect, was a very good listener and said he would sent me a email containing a number of exercises to help . Within two hours he had done so . I'm my honest opinion the exercises will not fix the problem as i am already very active, but it may help with flexibility problems .

Good thorough history taking & advice & prompt email with a list of recommended exercises sent. Could be improved by offering face to face visits

My visit was a pleasant and helpful one thank you

Really thorough assessment & advice. Excellent exercises emailed to me with illustrations & video demonstration. These exercises were all explained & I tried them in my treatment. I was given a rubber exercise tape/band too.

The assistant, care and the professionalism of the staff.

A thoroughly professional examination and talk through of my situation and how I needed to exercise and alter position and posture. It was the attention to the little things which put me at ease.

Very thorough and knowledgeable. Physiotherapist really understood the issue I was having and put together a comprehensive plan for moving forward..

It was a phone call so just a set of questions, which covered a wide spectrum.I received 3 emails with help the pain and stiffness

The phone consultation was good but face to face would be better

The phone consultation was good but face to face would be better

Friendly chap, Very comprehensive telephone assessment and followed through with exercise plan.

My appointment was excellent. I felt that I was listened to and I was given useful information by Eliza, which helped me understand how I can manage my condition.

Martin was very helpful and friendly. I cannot comment any more at this stage because it was my first visit.

Second visit very impressed with physiotherapist after examination knew exactly what was wrong first visit was also impressive but unable to access page problem with phone don't think anything could be improved

Very professional if it ain't broken don't try to fix it

Very clear instructions on the exercises I need to do and pleased with the whole visit

Simply

Very helpful and friendly service

Very well explained and extremely thorough on examining

Very friendly young man who explained everything g clearly.He also listened to me and answered any questions I had.

Explanations and treatment plan Hazel was great

Very friendly young man who explained everything g clearly.He also listened to me and answered any questions I had.

The physio took time to collect as much info as possible and explained clearly what to do and how to get further help. He was very personable and thorough.

Hazel explained everything very well

All good

Took time to listen to answers, very thorough, kind approachable. Inspired confidence. Friendly and competent people.

Physiotherapist was very thorough in her assessment and provided written instructions with diagrams for the exercises.

Kind friendly knowledgeable staff. Nice hospital. Easy parking.

I had an appointment with Gary booked in just short of two weeks after Hip Replacement Surgery. My expectations for this appointment was for them to check the exercises I had been doing was correct and give me feedback where I could improve and also to give me new exercises and guidance of how to do advanced exercises. This was important to me as previously before my hip went completely I was walking 12 miles every Saturday and I wanted physio and advise so badly to help me get going correctly and get my life back. When I got to the appointment I was seen by an apprentice who had only been there 4 weeks with no explanation of why I wasn't been seen by Gary who was sat in a corner doing admin and ringing patients to see why they had not turned up for appointments. The young girl took all of my details then went over to Gary to relay and discuss my case... he in turn had a full conversation with her about the muscles and the op etc - in my opinion I would have rather he had had that conversation with me having had the operation myself and desperate for the aided recovery and I could only hear snippets from where I was sitting. This information was also not relayed to me. I was then asked to get on the bed to see how far my leg would pull up to my chest and asked to stand at the side of the bed and lean forward and then sit back down and told that I would receive an email with more exercises. All in all to get to the hospital and home took an hour and a half of myself and my daughters time plus I still don't know if the exercises I have been doing are correct or if I should be doing them different. They have no idea of how I have progressed since having my operation - I also feel after all of the hard work that the surgical team did to give me a new hip which is fantastic has been let down by no help or proper guided advice from the physio department. I questioned Gary before I left as to why he had not seen me himself when the appointment was with him and he said that he was satisfied that the young girl had been there 4 weeks and he wouldn't of asked her to see me if he didn't think she was capable - but that wasn't the point - she was capable of taking my details but I got no advice or checks and quite frankly I think it was his duty to have seen me himself as my recovery was more important than chasing patients who had not come to appointments!

The staff were really professional in their management offering assurance and understanding, listening, and advising accordingly. I'm very grateful for their help and hope to be able to manage my symptoms much better in the future. I don't have any criticism if it's not broke don't fix it.

T call not visit

Gary gave me time to talk about my problems and listened carefully to my explanations, asking relevant questions where necessary. He gave me well thought out advice which seemed appropriate to my needs. He did not make me feel embarrassed for admitting that the pain I experience makes it hard to cope. He provided me with specific exercises that he thought would help and asked me to phone after a number of weeks to give him feedback about whether these exercises were actually effective. I felt the telephone conversation with him had been useful for both parties, allowing him to assess my situation and providing me with much needed practical advice. I feel that I can see a possible way forward now. I have not felt this positive for a long time. Thank you.

It was all explained carefully about my problem

Eliza took a great deal of trouble to try to reach the likely reason for my back pain. She was very patient and asked me to carry out a number of movements in order to ascertain the likely cause.

Physio guy very clear in explaining the procedure

Gave me lots of valued information about my pain, all well explained. Very friendly and understanding.

Didn't feel like the appointment was rushed. Very knowledgeable staff member.

Very thorough more than expected but had never seen a physiotherapist before

Received professional listening ear and advice, hoping further exercises help. From past experience an in person appointment feels more reassuring as it's difficult to explain pain without a physical examination.

I was made to feel comfortable the entire time and talked through the entire process of my appointment.

The physiotherapist took a lot of time to listen to my concerns. I was worried that a telephone appointment might be tricky for her to understand my symptoms, especially without being able to examine my back, but actually she completely understood and was very helpful. I liked how I was asked what my expectations would be from my appointment - this meant that we both started the appointment on the same page, and ensured that my expectations were realistic and achievable. Immediately after the appointment I was emailed specific exercises to try, and the instructions are clear and easy to follow. Also, after I had made my self referral to the service, my appointment was really soon after, which I didn't expect considering the pandemic. I was expecting a much longer waiting time!!

Johann was very patient and extremely helpful. Couldn't ask for a better service.

Overall the service was excellent from ringing up for an appointment to been seen by a physiotherapist everyone was very helpful and professional

Nothing

Very nice physiotherapist, I think her name was Teri and she was a student.

Andy explained about my knee and what to do and not to do felt more positive thank you

I have no desire to blot anyone's copy book but, having reflected on the session today, I have arranged an appointment with my GP in an effort to pursue an alternative course of treatment. The reasons are as follows: I had evidently misunderstood how to execute one of the prescribed exercises, due to the fact that my recollection of the pictorial demonstration was at odds with what the practitioner was demonstrating. Upon noticing that the exercise sheet was open on her laptop, I got off the couch and approached the laptop in order to point out wherein my confusion lay. At this point, the practitioner cut me off mid-sentence, saying "excuse me, but could we have a bit of distance please?" I summarily apologised, and the session was soon after concluded. Afterwards, I had a growing sense of humiliation as a result of this disproportionately curt reprimand. It may be that the person in question has limited experience in a public-facing role and is still learning the requisite skills. I reiterate, I have absolutely no desire to make trouble for anyone but neither have I any desire to unnecessarily place myself in the firing line whilst they learn these skills. I just want my shoulder to be better without having to pay with my sense of self-worth.

Nothing

The physiotherapist was brilliant - 10 out of 10. The wait to see her was appalling - 0 out of 10. The wait caused me to see a doctor about relief thus defeating self-referral.

The physiotherapist was brilliant - 10 out of 10. The wait to see her was appalling - 0 out of 10. The wait caused me to see a doctor about relief thus defeating self-referral.

Met by physio (Johan Sanchez) at appt time. Recapped with me how I was progressing, listening and prompting/questioning when appropriate. New action plan discussed and agreed with suggestions for improving my wellbeing

Good explanation of the issue and treatment options.

Very helpful and very professional . Lady in the reception is always very pleasant

Johan the physiotherapist asked me what is the problem. He explained and gave me specific exercises I need to do and what I have to do and why.

I waited three months for this appointment. Received no treatment or physio therapy I was just given excercises which I believe is not sufficient treatment for an injury!

Yes had my say and Physio was very understanding

Time the physio spent. Explanations provided.

Very calming and made me feel at ease explained everything so I understood at every point what was happening.

Everything was explained clearly

Obviously it would have been better to have met Michelle in person but the telephone call was helpful.

Very friendly and informative information given, easy to take in and understand how to take forward to implement at home. Very prompt follow up email with pictures and instructions of exercise plan recommended

Everything and nothing

Nothing

Excellent physio Andy at Hornsea very caring and professional had an injection done 5 stars

Appointment on time, the physiotherapist was polite, listened carefully to what I said and explained the reasons for my pain. She went on to set out a program of exercise and visit to a local gym.

Good discussion with relevant information

Good advice and plan for further recovery

I was listened too and had everything explained too me. I was given helpful advice I went up to Hull Royal and was given stronger pain relief.

Michelle was very helpful and explained everything clearly

Very pleasant physio...patient and informative. Very thorough appraisal of injury. Explained things well and answered all my questions. made me feel relaxed. Exercises and recommendations sent to my email arrived very promptly. Nothing about my appointment could be improved.

Eliza was excellent right from meeting her in reception. She asked numerous questions about my health and about my mental health, which I didn't realise plays a great part towards healing. I learned a great deal about myself, my posture, what I had actually done to my shoulder etc. I wasn't rushed, she was extremely thorough and explained what was happening at every stage. I was told what I could and couldn't do comprehensively. The exercises I've been given are to build up strength in my shoulder, tendons etc.I rate my experience as excellent.

Everything was explained thoroughly which put my mind at ease.

All explanations clear and understandable

I was very happy with the information and instructions I received and how I am progressing along my journey to 100% fitness. And where I am aiming moving into the future. Very friendly and answered all my questions very thoroughly. Thankyou.

Perfect service, courteous and professional staff. Very impressed

Perfect service, courteous and professional staff. Very impressed

The physiotherapist was very helpful and I found it very easy to discuss anything with him. He gave me further exercises to help me with my recovery. I don't think anything can be improved on in respect of the service I received.

Was given excellent advice and treatment. Very good .service

Very caring person spoke with me via the telephone and had empathy towards me and did suggest different options to try for my condition.

Sinita at Beverley is Very good I worry about my injury,and she understands this and reassures me ,and helps me understand ,

Phsyio really listened to me and tryed to sort my pain out ,given me some excise to do during the next two weeks that will hopefully help me after going to physio I feel I am getting help

My physio gave me more exercises and i felt she had an interest in my problem. She took her time and i didnt feel rushed. Now to start with her recommended exercises .

Can't really think of anything

No receptionist on so just sat waiting appointment a bit late but ok after that.

Alex was very helpful and gave really good advice.

This was a telephone appointment which is not ideal but having said that my experience was very positive, advice helpful and followed up by email suggestions for excersise programme.

T he physio listened to what I said and did his best to help.

Felt he had time to listened to me. Suggested I do different eexercises to phone appt. Discussed what might be causing pain.

I was quite emotional today but I was made to feel totally supported and given the reassurance and guidance that I needed. I came away feeling better than I had when I arrived.

Andy at Bridlington saved the day. Arrived at Bridlington as this is where my appointment has previously been, but the lady who had made the appointment failed to tell me it was in Beverley. Andy managed to fit me in, for which I was very very grateful.

Received this by mistake yesterday. Told my appointment was for today instead. But still no call??

Very thorough questioning to identify problem and efficient service with emailed exercises.

Explained things clearly .

Phone appointment (covid restrictions) . Very helpful, informative and polite, but would have preferred face to face appointment.

Andy knew what he was on about

Obviously very knowledgeable and actually wanted to help which was good

Very good and helpful. Felt happy and comfortable with my treatment.

I felt the lady (who's name I didn't catch) actually listened to what I was saying. She was very thorough and explained everything she was doing, what she believed was my problem and how we were going to go about helping to improve my condition. I am more than happy to return to see her in a few weeks and would highly recommend her. (Once I find out her name.) The only downside to the visit was there was no one on reception Anna all patients were confused as to what to do and where to sit. The sign wasn't as clear as it could have been.

Jennifer was obviously knowledgeable and helpful.

I was listened to

Elizabeth fully understood my issues, questions and dealt positively with them.

Good friendly service am fully satisfied with everything that has been done for me ..

The assessment was professional and thorough. I could not fault the appointment.

My pain was explained to me in a way I could understand

Good communication and excellent response to my issue.

I had a total hip replacement at the Bridlington hospital and contacted CHCP msk service for follow up physiotherapy. I was soon given an appointment with Liz at Hessele health centre. After meeting with Liz I was assured that the exercises I was doing were correct and I came away with confidence that I was heading in the right direction with my recovery.

Great interaction and demonstration followed by good description. Easy to understand and easy to follow.

Not enough information about whether the shoulder brace could be removed or whether my arm is healed enough to withstand any excursion, we did manage some exercise for my hand and wrist which was still swollen, I hope this info is of some use.

The therapist did a thorough examination & explained in detail the injury that I had, ensuring I understood what had happened & how to relieve symptoms. The technology side of the appointment slowed the process of printing a letter, but that was not the therapist's fault.

Clear precise, and a quicker appointment than expected. Thank you

Seen promptly and was given a new exercise and encouragement to continue current knee exercises.

The physiotherapist listened to my problems and was able to make some suggestions.

It was an assessment for treatment after having an Achilles injury I was assessed standing laying and by measurement. My home circumstances were checked It was informative about the required exercises I need to do to aid my recovery I was asked to what I was capable of doing now and what I want to be able to achieve after this course of treatment. I have had spoken information, written information and then I got sent required exercises online to help aid my recovery . I was treated with respect and a further appointment was made for 6 weeks time but also on the understanding if needed I could contact the department for help or advice before if I required

Frank and good advice

Good communication and excellent response to my issue.

It was very informative. Mr Sanchez didn't want to push me too far with trying to figure out what was wrong with me. He didn't put me in any unnecessary pain. He made great suggestions and was very helpful

Did not get a call today.

Very friendly and put me at ease, explained everything clearly.

Very professional and informative. Appreciative of email detailing exercises to refer to.

Took time to understand what I was experiencing with my knees. Give me a thoroughly good check over. Explained what will happen next I felt very comfortable with him and felt he explained everything

The physiotherapist was very thorough, I felt as though I new more about my problem.

Andy was very easy to talk with and gave me a lot of information. He suggested exercises both to increase my activity rate while I am almost inactive & strengthening exercises prior to my hip replacement. He has emailed an exercise programme for me to follow until my next appointment in a month's time. Altogether very satisfactory. Nothing to improve.

I had every thing explained to me in great detail. How the system works and why it takes so long to be referred

Exceptional !! A very thorough examination, in depth explanation, diagnosis, and very helpful. The exercises recommended were demonstrated well, so I understood clearly what was expected of me over the coming weeks before my review. I hope to complete these exercises so as not to have wasted the valuable time of these 2 very professional physiotherapists. Thank you so much.

Did not visit waiting for phone call

just very good right from the reception through to my appointment

I spoke with Jen who was very good. She was clearly knowledgeable and provided me with information that will certainly help my hamstring recovery. I think the only thing that could be improved is the time schedule that the physiotherapists work to. Unfortunately I had just under 30 minutes to speak with Jen as the appointment before overran and she needed to make a call afterwards as well. This is not Jen's fault, of course, but perhaps 40 minute appointments might be better in some cases.

Jen was very helpful she put me at ease and gave me some very good advice keep up the good work

Very thorough and with enough time to explain the exercises clearly.

It was a phone call but it was informative and I was listened to. Result of call and outcome ongoing.

I'm depth examination given, however physio stated she was unable to help on this occasion. When I asked what she thought the problem with my sons leg was she said "I don't want to say as I don't want to put the fear of god into you" this was said in front of my son. I do not think this was handled correctly.

Took his time. Was very thorough and gave me the confidence I was seeking

Very helpful and Informative. Thank you

Unfortunately I didn't get a text appointment time. I was also at the hospital with my seriously ill husband The connection was poor and ended abruptly. Not if those issues are physio fault and was able to ask to extend time by receiving a discharge letter which will allow me to stay in the system.

Would have been better face to face not good trying to sit on a chair and do what I was told how could he see what I was doing or if I was doing it correctly

Very friendly, helpful caring staff who take the time to talk and listen.

Thorough, knowledgeable, kept to time, listened etc.

The physio listened to what I said,had me do some things and put me through some exercises to do at home. I felt confident that I could do these and she would contact me in a few weeks to see how things are.

Alex

The therapist rang me when arranged and I felt they were genuinely interested in my problem.

My appointment was a telephone consultation, the physiotherapist I spoke with was very thorough , taking the time to ask plenty of questions to help me in the best way possible.

It was very helpful in showing me how to ramp up my excersises

I was very pleased with the help I received everything was clearly explained & the physio was present & personable.

Sensible advice was given ,by an understanding gentleman

Everything! On time, knowledgeable, professional, pleasant.

Informative and pleasant staff and thanks to Andy and Terri .

Andy was very professional and well informed , he gave good advice and answered my questions easily.

Everything was good. Polite caring and very respectful treatment.

Very helpful physiotherapist.

The therapist rang me when arranged and I felt they were genuinely interested in my problem.

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The therapist rang me when arranged and I felt they were genuinely interested in my problem.

Excellent listening skills, assessment and advice . Elizabeth is the best physio I've ever had and a wealth of knowledge! Amazing woman.

I felt I was listened to . I was examined and then given exercises progressing through my treat. The physio gave lots of information and advice, staying positive the whole time.

Everything explained. Thorough examination. Chance to ask questions.

Very pleasant member of staff, appointment on time, very helpful advice, very thorough examination.

I was asked to attend because of a cancellation. I was very impressed by how the initial interview was conducted. Step by step a student physio was undergoing training and as I have conducted these exercises myself it was satisfying to see a young person carrying on the tradition of the NHS

Physio talked through my problem with lower back injury in detail. He was happy with progress of injury and also emailed exercise plan. No improvement needed. Thanks Pete Marshall

Friendly staff, explained everything well

It's nearly 100 percent better

Very informative and spent time explaining my condition and recommended exercises and activities I can build into my lifestyle and gave encouragement for me to restart my exercise regime at the leisure centre. Thorough assessment and physical examination, friendly, upbeat and professional.

On time when the appt said. I did have difficulty hearing him, because the phone seemed to keep going out of range/bad signal. (Not my end).

Friendly staff, covid secure In-depth examination Good advice .

All of it start to finish

Fast and efficient polite and knowledgeable staff phoned on time and listened carefully to my information

very understanding and professional service, not sure how it could be improved

Really thorough and helpful

Hazel was brilliant. She listened to me and understood my problem perfectly and soon identified the issue. She was very kind and attentive. I felt complete confidence in her suggested exercise plan and I'm certain it will help me.

Very helpful and friendly

Phone consultation with Hazel. Went very well exchanging comments and advice.

Very helpful and informative. Thank you so much.

The physiotherapist was very helpful and informative a credit to her profession

Michelle was good and gave me lots of information and techniques to take away. Thanks.

Very helpful and caring staff

Smita was very good, she explained everything to my. Satisfaction and arranged another appointment.

Well explained and good advice given also shown how to do exercises.

I learn how to do new exercises to help my mussels back to normal.

I felt I was listen to and have been given some positive information to further help me . Looking forward to my next appointment

The Physio was excellent and answered all of my questions.

Hazel was patient, listened, discussed options, and we came up with a plan.

The lady we saw today was outstanding at her work, she made my son feel reassured that they were able to offer help and support with the treatment he needs for his ankles and feet , nothing needs improving at all , the whole department was spotlessly clean and tidy and bright.

Very professional but caring and made me feel like I wasn't wasting the NHS ,s time

Very helpful physiotherapist - thank you

Phoned on time, polite and curtis at all times. Very professional and gave very helpful advice.

Appointment started on time. Everything explained to me throughout.

I was listened to and advised appropriately...The therapist were very nice and made me feel at ease.

PT was very good. Listened. Asked questions. Straight to point. Clear instructions. Nothing to be improved for appointment, although I was unsure I was waiting in the correct place due to no reception or notice. Maybe a sign could be placed in waiting area to say which clinics were on through the doors.

Very efficient

This is the second time I have visited CHCP and was disappointed to simply be told to just carry on doing the same exercises, despite my explaining I have done these faithfully for 10 weeks and there is no difference whatsoever. I also asked for a professional opinion about the value of acupuncture, sports massage etc - and understand I would have to pay privately for these other treatments, but am in such pain I would consider this. I was simply told that the physio couldn't advise as they didn't know about these treatments. So as you will be aware, I feel that the service offered is tokenistic, with no real value.

The lady was very knowledgable, she put me at ease and I felt like she really listened to me . I left with exercises and a way forward

Jen was really helpful to arrange an appointment for me

Lucy and the lady sat in with her learning very nice people Lucy explained everything I needed to know

Lucy and the lady sat in with her learning very nice people Lucy explained everything I needed to know

A face to face appointment would have been better because you can not really assess something down the phone. Aving said that the lady was very nice and felt she delta with me really well

Pleasant visit, and felt much more informed about my injury

Very helpful, thorough and professional advice given. Nothing needed improvement, except for the situation due to covid. Therapist has really been in-depth with diagnosis, and has sent excercises and band for me to work on problem. Lovely person, showed interest and concern, really listened to me and didn't rush the appointment. Thankyou:)

After a really bad experience with a registrar my physio put my mind at pease and told me how well my rehab is going . The registrar had me in tears did not examine me and told me that after 6 weeks the 2 breaks in the ball in my shoulder I should be able to move normal I came out in tears

Communication was clear, concise and professional - face to face communication would have improved the overall experience, but I understand that current circumstances would not allow this to happen

It wasn't a visit it was just a phone call

Jenny is easy to talk too and listens to what I tell her. She offered good advice and is encouraging and supportive whilst professional with individual exercises designed for me at the stage I'm at to help me prove my physical results.

Jenny is easy to talk too and listens to what I tell her. She offered good advice and is encouraging and supportive whilst professional with individual exercises designed for me at the stage I'm at to help me prove my physical results.

The whole telephone consultation was excellent and I don't think it could have been improved.

Quality time and good listening. Options provided to adapt physio. No pressure felt. Felt cared for.

Everything was explained clearly and in depth. Very knowledgeable. No improvements could be made as far as we're concerned.

It was good as nothing needed improving

Gary was very clear in his instruction and relayed all my excercises. He was very pleasant throughout

Very helpful and professional.

Michelle who was our physiotherapist was very thorough, she spent a lot of time with us explaining my sons condition and how he can manage it.

Great physio. Explained everything clearly. Good thorough assessment. Answered all my questions.

Very understanding, of how I was feeling. Johann listened to what I had to say, he took a full history of both my knees. After a thorough examination, I was given full exercise instruction along with written instructions. For myself I don't feel this appointment could have been improved.

They helped me with different exercises that would help me with my back muscles at the bottom of my back and also to get me to walk properly she gave me different ways to do my exercises and also told me to take my pills every four hours to handle the pain more which I wasn't doing I had a good 45 minutes with her and I have got no comments to make on improvements

A brilliant experience and we really couldn't ask for any improvements at all. The lady my son sees is so good at her job, she explains clearly, gives sheets explaining what my son has done and so we can continue at home. Above and beyond all this the physiotherapist was so kind and understanding. Thankyou

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%

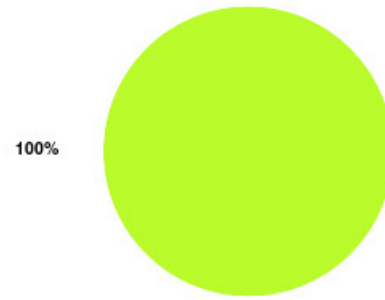
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Oral Health (SH) Summary

Number of responses: 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

I really enjoyed the session, as did others on the call. We are setting up a young person sharepoint which will have a variety of information at their finger tips. If you have anything to share digitally please feel free to send.

I have requested information to pass onto our adult services, I would be interested in setting up a session with adult services if this was available. Our adults generally have mental health.

The knowledge around plaque and how the body makes it (I thought it was off food!) Sugar in take being the regular intervals rather than the account and info on brushing and that you should not rinse.

Absolutely, we will use the information on our display boards for the young people within our care. We aim to link into National Smile month too with education links.

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%

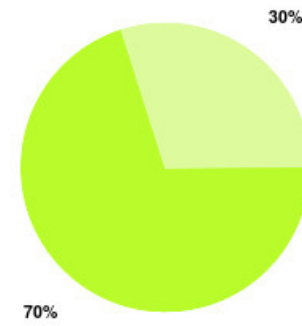
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Pain Management - ER & VoY Summary

Number of responses: 10

Experience	Amount	Percentage
Very good	7	70.000%
Good	3	30.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

I was given clear information on how to help to improve my standard of life

The nurse was very kind and didn't judge me and was also a good listener

Getting me out of pain can't move, in deep pain now in my groin area and my back and leg

Dr Garthwaite is so helpful and friendly, answers any questions and worries you have and very supportive. Cannot be without my injections as they help me to try live my life with Osteoarthritis without being in horrendous pain!! They do that!!! The nurse with her is always so friendly. Fantastic service

Very efficient and quick .

Very efficient and quick .

Very professional service, nothing to fault.

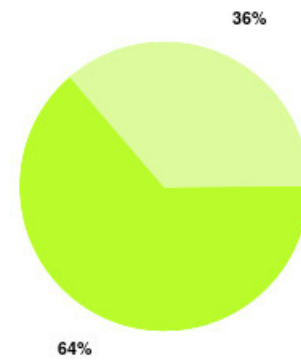
Great service very professional

Pain Management - Hull Summary

Number of responses: 11

Experience	Amount	Percentage
Very good	7	63.636%
Good	4	36.364%
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

The service has been very good and nothing needs to be improved. I am feeling like a new man. Thank you. Ralph.

Care with social distance. Seen immediately.

The practitioner was friendly and easy to talk to. She was very in depth with her questions and supportive. Some of my previous treatment information was not on the system.

Very informative and easy to listen too

Although I am familiar with much of the advice, eg causes of pain, healthy diet, it was good to be reminded and updated. But my online connection was still a bit awkward. And part way through it switched to last week's session, which I hadn't been able to connect to. I watched that and then reconnected to today's session. I rewound to where I'd lost the connection. In the end it was beneficial but connecting is still not good.

Great telephone communication On time Very helpful and understanding Advised and supported throughout Felt understood and listened too

Alison was very patient and explained everything to me. She was easy to relate to and a good listener.

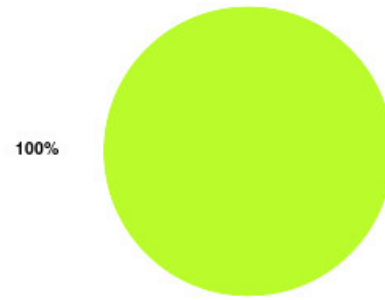
I had a lovely experience with the doctor on Friday. The doctor and the receptionist could not have done more for me. They were both very kind and friendly.

Parkinson's Hub (ICC) Summary

Number of responses: 9

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

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



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

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



Comments

Absolutely fabulous service.

The nurses were very professional and caring. Ann was absolutely lovely, then we saw Sue who was the same. Mum felt very safe in their care.

Staff very friendly and helpful and appeared to know their jobs and gave plenty of advice and confidence.

The way everything was explained to us was excellent. All staff were very good and helpful. We appreciate the time given to us. Thank you all very much for your time.

Overall very good. Hygiene 100%. Very well looked after.

It was a lovely experience, everyone was very kind and helpful. What a fabulous place this is.

Great parking, lovely informal atmosphere. One to one care. Beautiful building with nice café. Takes the stress out of the hospital visits. Staff all excellent, had an enjoyable visit. Thank you

The staff was very welcoming and friendly. They communicated in a way we understood and if anything needed going in more detail they were more than happy to discuss. Very patient and knowledgeable.

PAUL for Brain recovery Summary

Number of responses: 0

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

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

Pharmacies Summary

Number of responses: 0

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

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

Phlebotomy - Withernsea Hospital Summary

Number of responses: 0

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

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

Prison Healthcare: DART (Hull) Summary

Number of responses: 0

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

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

Prison Healthcare: DART (Humber) Summary

Number of responses: 0

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

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

Prison Healthcare: Dental (Hull) Summary

Number of responses: 0

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

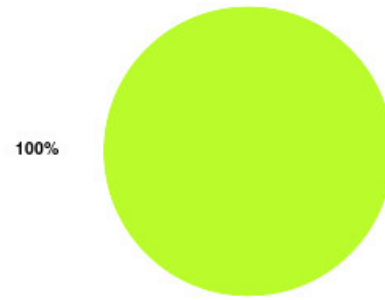
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Prison Healthcare: Dental (Humber) Summary

Number of responses: 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

DENTAL - FRIDAY CLINIC Very kind, helpful all way through. Great ladies.

DENTAL - FRIDAY CLINIC Really friendly and helpful, thanks.

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%

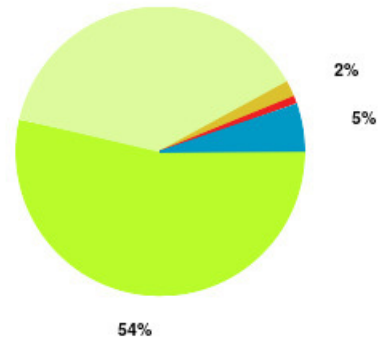
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Prison Healthcare: Primary Care (Humber) Summary

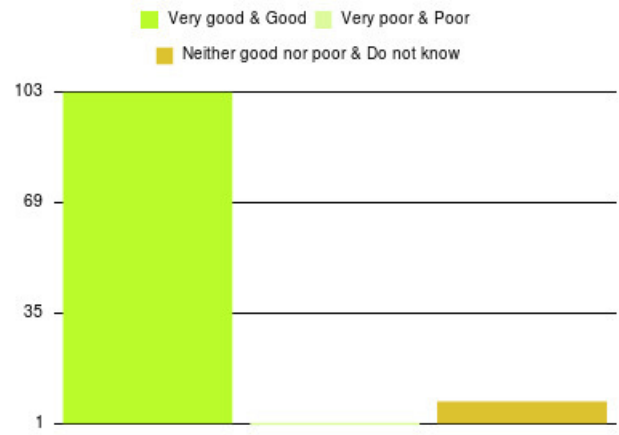
Number of responses: 112

Experience	Amount	Percentage
Very good	60	53.571%
Good	43	38.393%
Neither good nor poor	2	1.786%
Poor	0	0.000%
Very poor	1	0.893%
Do not know	6	5.357%

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



Experience	Amount	Percentage
Very good & Good	103	91.964%
Very poor & Poor	1	0.893%
Neither good nor poor & Do not know	8	7.143%



Comments

COVID VACCINE Good people, kind and welcoming.

COVID VACCINE Everything went really well.

COVID VACCINE Quick and easy.

COVID VACCINE Having my first vaccine in left arm, very good.

COVID VACCINE Was friendly and would recommend it to anyone.

COVID VACCINE

COVID VACCINE Good.

COVID VACCINE It was OK and went well.

COVID VACCINE

COVID VACCINE It was fast and painless.

COVID VACCINE Everything good.

COVID VACCINE

COVID VACCINE

COVID VACCINE Happy with vaccine.

COVID VACCINE It was quick and pain free and well worth getting.

COVID VACCINE

COVID VACCINE The nurse was very informative, he told me what I wanted and needed to hear.

COVID VACCINE Thank you for my vaccine. The nurse was very friendly.

COVID VACCINE Nothing it was ace.

COVID VACCINE

COVID VACCINE It was OK.

COVID VACCINE

COVID VACCINE Very quick and efficient.

COVID VACCINE Thank you very much, hardly felt a scratch.

COVID VACCINE They explained it to me beforehand and it was quick and easy.

COVID VACCINE Polite, quick and easy.

COVID VACCINE Everything was fine.

COVID VACCINE

COVID VACCINE Quick and easy, informative nurse.

COVID VACCINE Friendly and reassuring.

COVID VACCINE Easy

COVID VACCINE The nurse was very friendly.

COVID VACCINE 10/10 - no problem at all. Get it done.

COVID VACCINE The visit was OK and no problems.

COVID VACCINE Staff were very good, thank you.

COVID VACCINE Very happy with it.

COVID VACCINE Didn't hurt as expected. Went as planned.

COVID VACCINE

COVID VACCINE

COVID VACCINE

COVID VACCINE Nothing to improve.

COVID VACCINE

COVID VACCINE Just making everyone safe and myself.

COVID VACCINE It was very quick and fast and no pain at all. The nurse was very reassuring as well.

COVID VACCINE They were very polite and explained everything clearly.

COVID VACCINE It was OK, made me feel comfortable.

COVID VACCINE Very friendly, no improvements needed.

COVID VACCINE

COVID VACCINE My visit was good and no worry about getting the jab.

COVID VACCINE It was OK with loads of information, no improvements to be made.

COVID VACCINE It was fast and easy service, was good and feel better now I have had it.

COVID VACCINE I didn't even know it was done, didn't feel a thing.

COVID VACCINE Good simple, fast process.

COVID VACCINE Everything explained properly to me, would be hard to improve as everything was good.

COVID VACCINE It was fine and good set up, thanks.

COVID VACCINE Quick and painless.

COVID VACCINE It was good.

COVID VACCINE It was alright.

COVID VACCINE

COVID VACCINE

COVID VACCINE

COVID VACCINE Very polite, explained everything to me. Made me feel at ease.

COVID VACCINE Very friendly and explained everything I needed to know, thank you.

COVID VACCINE

COVID VACCINE I was treated with respect and had everything explained to me which was nice.

Never been a fan of meds and stuff, just doing it for the family!

COVID VACCINE Went easy enough.

COVID VACCINE It was good.

COVID VACCINE It was good.

COVID VACCINE They tell you everything you need to know about the jab.

COVID VACCINE They tell you everything you need to know about the jab.

COVID VACCINE Everything OK.

COVID VACCINE Friendly, quick, well informed.

COVID VACCINE It was good.

COVID VACCINE

COVID VACCINE Woman was very polite.

COVID VACCINE Quick, simple and polite.

COVID VACCINE Quick and simple.

COVID VACCINE Its quick and easy.

COVID VACCINE Nurse was very reassuring.

COVID VACCINE

COVID VACCINE

COVID VACCINE

COVID VACCINE

COVID VACCINE Friendly - asked a lot about my health beforehand.

COVID VACCINE

COVID VACCINE

COVID VACCINE Man was friendly

COVID VACCINE Nice and quick, didn't feel a thing.

COVID VACCINE

COVID VACCINE It was great.

COVID VACCINE

COVID VACCINE Clean and quick.

COVID VACCINE Lady very polite and helpful.

COVID VACCINE Quick and painless.

COVID VACCINE

COVID VACCINE Helpful information.

COVID VACCINE Good service, friendly and gives good information.

COVID VACCINE Good job.

COVID VACCINE

COVID VACCINE Everything was good.

COVID VACCINE Good job.

COVID VACCINE Good job.

COVID VACCINE Very good service.

URINE SCREEN TRAINING Good information, nothing to improve.

URINE SCREEN TRAINING Training delivered well and relevant to my job role.

URINE SCREEN TRAINING Was enjoyable, very informative.

URINE SCREEN TRAINING Nothing need to change. Training was good.

URINE SCREEN TRAINING - DART Helpful training, competently delivered and enjoying. This should be useful in my practice

URINE SCREEN TRAINING Good information - ready to start new wing.

URINE SCREEN TRAINING

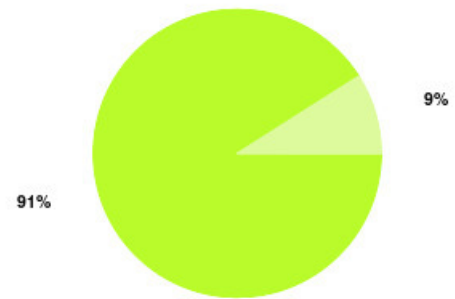
PRIMARY CARE - Martin I had to go to hospital last week. On my return a youngish man from Healthcare came to see me, he was very polite, informative and showed a great deal of care. Thank you

Pulmonary Rehab Summary

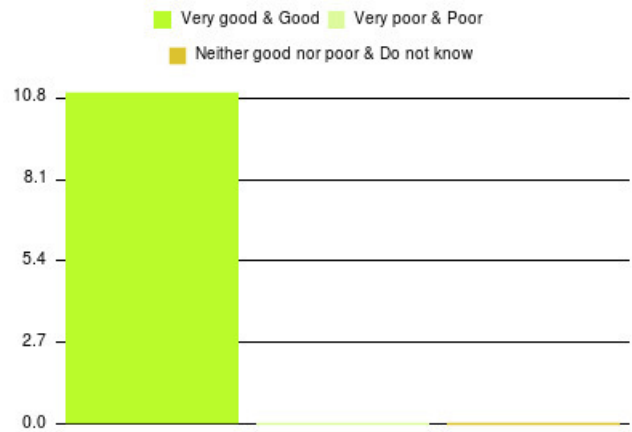
Number of responses: 11

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

My nurse, Laura, was friendly and helpful but very professional. In the process of telling her about my medication I mentioned that my Salbutamol inhaler was not very effective and she took time to show me how to use it properly, which has helped me greatly. There was a slight problem with her scales (which she overcame) Perhaps easy access to a spare set would be a time saver for her.

My nurse, Laura, was friendly and helpful but very professional. In the process of telling her about my medication I mentioned that my Salbutamol inhaler was not very effective and she took time to show me how to use it properly, which has helped me greatly. There was a slight problem with her scales (which she overcame) Perhaps easy access to a spare set would be a time saver for her.

I loved it. Meeting Stephanie the Physiotherapist and Lorraine the Therapy Assistant. They really helped me.

It got me to do things such as the exercise, that I wouldn't normally have done. I definitely benefitted from it. Very pleasant staff 100%. I would definitely recommend it to others.

I have received good advices and I feel it was very helpful. The nurse was very friendly and I felt very free to talk to her. Thanks.

Nurse initial assessment.

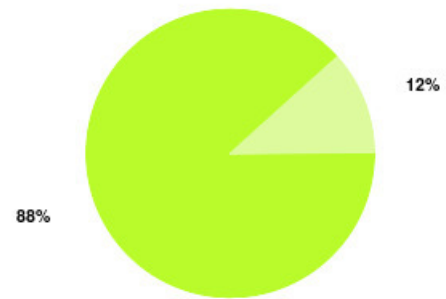
Physio - Very pleased, most useful thank you.

Pulmonary Rehab (East Riding) Summary

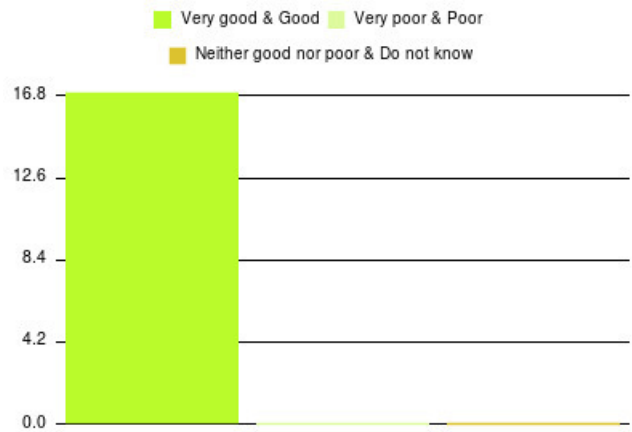
Number of responses: 17

Experience	Amount	Percentage
Very good	15	88.235%
Good	2	11.765%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	17	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%



Comments

Cecilia/Therapist Assistant has been a real joy to talk to each week and was informative answering any queries I had. I am really enjoying working with the COPD App. and will continue to use it.

I found the exercise programme very rewarding and it greatly helped my breathing. It was executed by originally Liza/therapist assistant and lately Cecilia/therapist assistant very well. They helped us enjoy the weekly routines and emphasised importance of the exercises. We much appreciated their support.

Nothing to improve. Enjoyed the course. Sue Moore 10/10 score

Programme was informative and I enjoyed weekly exercise sessions. Julie was supportive throughout the programme.

My therapist, Cecilia was very good at communicating the programme for accrux exercising. She was very helpful and friendly and I looked forward to our weekly sessions together. The programme was very informative and I enjoyed our chats.

Cecilia explained the exercises very well and I enjoyed the exercise programme each week, in fact looked forward to them. She was informative and was firm when required but generally we enjoyed banter and doing exercises together. I would recommend the service to anyone.

Good: Angie gave me confidence, exercises were really good. Angie was brilliant, can not praise her enough and will miss her. patient has enjoyed the experience and looked forward to the call. Motivated to undertake the exercise and confidence to do so

Explained everything so it was easy to understand and listened to everything I said showing great compassion

I had telephone appointments. I felt that they spent time and tried to get a good understanding of my problems. Under the present circumstances, really well done.

It prompted me to be aware that someone would be ringing each week to do exercises which I looked forward to and will continue in the future.

10/10 for the service. Enjoyed Alison's company came across as a very down to earth person. Would be improved if could have had a visit rather than a phone call.

'Nothing can be improved at all' 'I looked forward to the exercises. '

Virtual Programme - Good about service - everything/excellent Improved - Nothing to improve

"I don't think it can be improved, I felt as though it was much more personal and I preferred it to going to classes. I feel as though I have benefitted much more and I've enjoyed our sessions Lorraine and I promise I will carry on.

I have enjoyed doing the sessions and they have been beneficial.

The lady was very informative

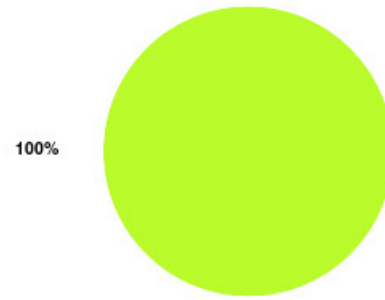
Does not think so difficult as it was over the phone and feels recieved a good service

Rossmore Stroke Beds 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

Really had a good time. Will miss everyone.

Very good.

School Health + Summary

Number of responses: 0

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

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

School Nursing Summary

Number of responses: 0

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

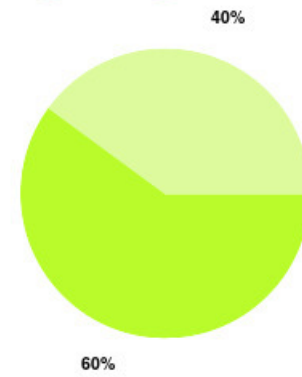
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

School Nursing - PHSE Summary

Number of responses: 5

Experience	Amount	Percentage
Very good	3	60.000%
Good	2	40.000%
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%



Comments

The team presented the information to the classes in a very matter of fact way, which seemed to help the children to be reassured that it was fine to discuss these topics and to learn about them and ask questions. Also, all answers and opinions were dealt with respectfully. Thank you.

The two nurses who visited knew their stuff and interacted well with the children. The session could have been improved by being more interactive - children could have drawn things, filled in sheets or asked more questions.

Karen was superb with my Year 5s during their session. Emily and Helen worked well with the 6s but found it hard to gain answers from them. As staff, we suggested they use pair/group talk and this benefitted the children and the session. Some further pedagogy in this sense might help the nurses in the future rather than the children just being talked at.

Very professionally delivered session. Excellent knowledge of content and great questioning.

School Nursing - School Screening Summary

Number of responses: 0

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

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

Sexual Health - Erectile Dysfunction (East Riding) Summary

Number of responses: 0

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

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

Sexual Health - Erectile Dysfunction (Hull) Summary

Number of responses: 0

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

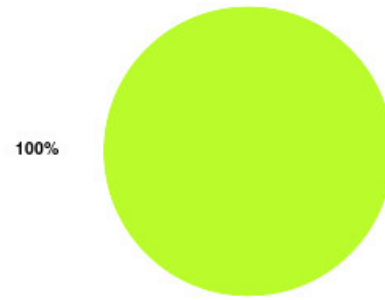
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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

Number of responses: 17

Experience	Amount	Percentage
Very good	17	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	17	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%



Comments

Hessle - Lovely nurse, very informative and helpful, very happy.

Hessle - Helpful, lovely lady.

Hessle - Amazing nurse, very kind, caring and understanding.

Hessle - Bev was lovely. Very helpful and reassuring. Great staff.

Hessle Grange - Bev was extremely helpful.

Driffield - Nothing. Thank you.

Driffield - Friendly and welcoming staff.

CASH - Goole - Nothing to improve, staff very kind and understanding.

Driffield - Great experience today. RN Ashley was great, gave great information.

Driffield - Friendly staff.

CASH - Fast service and wonderful, friendly staff. Felt very at ease.

Driffield - Very welcoming, highly recommend this service.

Driffield - Staff were excellent and put my mind at ease. Talked through what they were doing. Very helpful.

Driffield - Lovely, friendly staff - very professional.

Driffield- Lovely staff. Put me at ease and were very informative. Great service.

Driffield - Everyone was really nice.

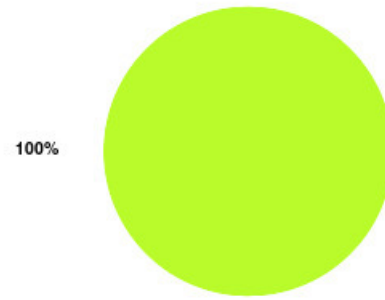
Driffield - Explained clearly, made me feel very comfortable and at ease and aware of everything.

Sexual Health - GUM & Family Planning (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

Very lovely nurses and doctors.

Sexual Health - Outreach (East Riding) Summary

Number of responses: 0

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

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

Sexual Health - Outreach (Hull) Summary

Number of responses: 0

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

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

Sexual Health - Ultrasound (Hull) Summary

Number of responses: 0

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

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

Sexual Health - Unplanned Pregnancy Service Summary

Number of responses: 0

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

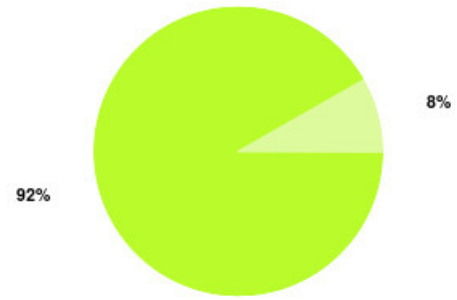
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Sexual Health - Vasectomy (Hull) Summary

Number of responses: 12

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

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



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



Comments

Dr Alli, Tonian & Danni - Very friendly, felt safe and looked after the whole time.

Dr Alli, Danni & Tonian - Friendly and efficient. Excellent care, well explained.

Dr Alli - Really professional and friendly. Thank you.

Dr Alli, Michelle & Tonian - Professional approach, relaxed and friendly atmosphere during the procedure. All my questions were answered. Thank you for your time!

Dr Alli - Everyone was very friendly and comforting.

On time and great service. Thanks.

Dr Alli, Tonian & Michelle - Girls were fab. Dr Alli si a nice chap and very reassuring.

Dr Alli, Donna & Tonian - Staff were very nice, great at keeping calm. Got nothing bad to say or need improving.

Dr Alli, Donna & Tonian - I was made to feel very comfortable by Tonian, Donna and the Doctor. Everything explained thoroughly and clearly.

Dr Alli - Very nice doctor and nurse, explained everything and I was at ease with them.

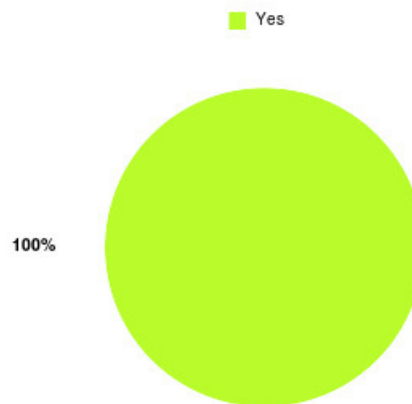
Dr Alli - Excellent from start to finish. Friendly, funny and happy. Thank you.

Dr Alli - Very kind people looked after me. Was a good appointment.

Additional Questions

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

Answer	Amount	Percentage
Yes	5	100.000%



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

Number of responses: 0

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

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

Sexual Health - Women's Health (Hull) Summary

Number of responses: 0

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

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

Smokefree (Knowsley) Summary

Number of responses: 0

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

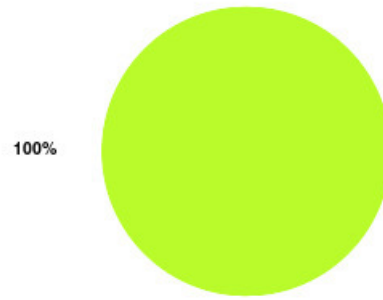
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Smokefree (St Helens) Summary

Number of responses: 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

David "I would highly recommend the stop smoking service and Christine my advisors support has been marvellous, and a massive help in reaching his goal to quit smoking I'm feeling better for stopping smoking and ive noticed my breathing has improved I'm also saving money and enjoying not being tied to the habit "

Only when I quit did I realise how unhealthy I was. I'm now 27 and smoked from being 11 and have gum disease I had to stop as I realised I would lose my teeth. I had telephone support from Lisa and she went way beyond helping me to get the right flavour gum at the start of my quit which really helped me . I'm proud of myself and have recommended the service to a friend. I think the weekly telephone calls have been a great support and I look forward to them. Thank you Lisa.

"I'm over the moon, I've not touched a cig in weeks, I should have done this 30 years ago". George, 72, Parr. Advisor Danielle.

I have been extremely impressed with the service I have received. The support and advice I have been given has been of a very high standard. My appointed advisor was Sandra, whom I found very knowledgeable and experienced in her job. I am now an ex smoker and feel wonderful. Thank you to your wonderful service and my advisor Sandra, who without her help and expertise I would not have succeeded.

"I have been using Champix, it has helped so much as don't feel like I even want one. I've been smoke free for over 2 weeks now, I'm over the moon." Beth, 46, Haresfinch Advisor Danielle.

I've been smoke free for 4 weeks using Champix and I'm so amazed with myself. I even went away for the weekend with my friends for the 1st time in ages and some of them are smokers, I didn't even want one. I just really cant believe it, lots of thanks to Danielle who has helped loads. Diane, 48, St.Helens.

Sandra, 65, St.Helens. I've been smoke free for 39 days now, I'm 100% not going back to smoking, I feel like a new woman. Thanks for the friendly phone calls and texts from Danielle.

I've been feeling better since cutting down, I don't feel as yucky anymore. I have autism and me, my mum and Danielle my advisor have been having weekly appointments which have helped me loads to kept me on track. Katie, 21, Sutton.

called the service last minute hoping for an appointment as was a bit upset, they was all so lovely Ashley who made my appointment and Danielle my advisor. really appreciated it. Anonymous Parr.

I really dont think any improvements are needed for this service , it has been amazing working with Sandra. I havent smoked for over 8months , I used champix which I wasnt going to use as heard bad things about it but after speaking to Sandra who knew her stuff I made the decision to try it and will never look back. I have never not smoked for this length of time before and think that is down to the support and help I got from Sandra , she was always there for me when i needed a chat or reassurance. Such a great service!!

Graham, thank you for your support, I never felt judged & felt supported. (Amanda -St. Helens)

Graham, thank you so much, couldn't have done it without you (Roz - St. Helens)

I just wanted to say how great my experience with the Stop smoking service has been . It has been excellent in every way I have had calls each week from Sandra with support and advice and she has answered any questions I have asked. The service has been outstanding well done!!

Specialist Palliative Care Services (EOL) Summary

Number of responses: 0

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

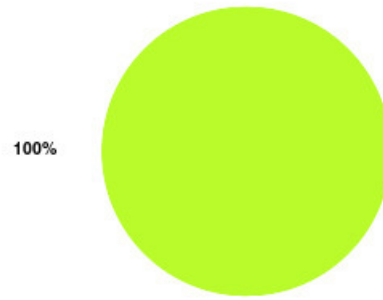
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Speech and Language Therapy (East Riding) Summary

Number of responses: 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

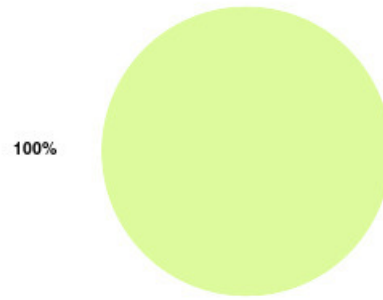
Very personable young lady, good advice given and now I am able to speak much louder.

Speech and Language Therapy (Hull) 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%

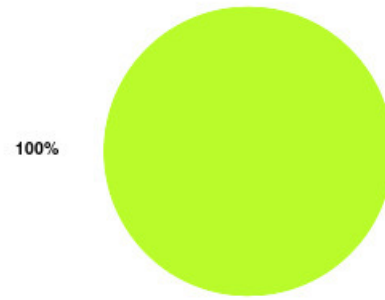


Stroke Team (East Riding) Summary

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%

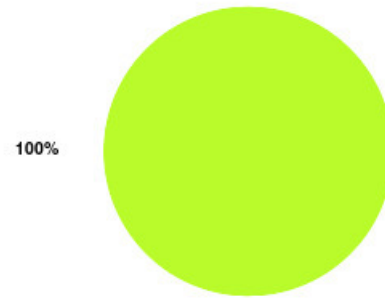


Stroke Team (Hull) Summary

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

I would just like to thank Dr Jayne Millward Clinical Psychologist within the Stroke service. Jayne worked with my children following their dad having a stroke earlier this year. Jayne advised that she had never worked with young children before but she put together an amazing support package. Jayne helped my children to understand what had happened and make sense of the situation, their feelings and how the future will look. Jayne left the children some fantastic information and advice sheets which they have found really useful and followed the session up with a letter addressed to them that was simple for them to understand which has really helped to normalise their feelings. Jayne was very positive, friendly, open and honest. She gave both of the children time to talk and ask questions, making them feel very relaxed and at ease during one of the most stressful and difficult times in their lives. Thank you Jayne for all of your support

Should provide envelope. Excellent service from all.

Physio - Excellent care! Patrick always telephoned to book an appointment, never late. Could not have had better care. This also extends to the wider team - brilliant!

OT - The treatment I received has been excellent by all concerned.

The care was outstanding. Covered every need - with follow up calls and visits.

My overall experience of your service was very good. Even during the Covid 19 lock downs I received constant phone calls to ensure that I was keeping ok. Many thanks.

TB Nursing Team - East Riding Summary

Number of responses: 0

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

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

TB Nursing Team - Hull Summary

Number of responses: 0

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

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

Telehealth Summary

Number of responses: 0

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

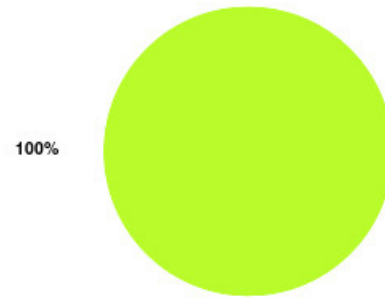
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Tier 3 Specialist Weight Management (SH) Summary

Number of responses: 1

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

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



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

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



Comments

A very positive initial contact from the service followed up by all information/links discussed and a referral made

Treatment rooms (ER) Summary

Number of responses: 0

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

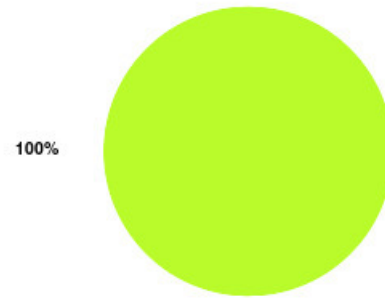
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Treatment rooms (Hull) Summary

Number of responses: 1

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

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



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



Comments

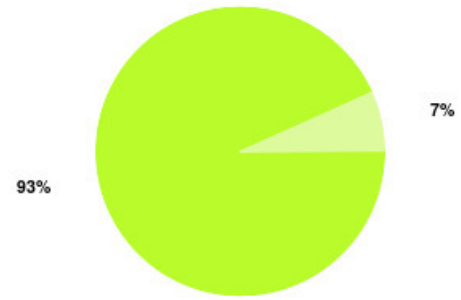
Very good service

Vaccination Bus Summary

Number of responses: 266

Experience	Amount	Percentage
Very good	248	93.233%
Good	18	6.767%
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	266	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%



Comments

Goole - Very quick, all staff helpful.

Goole

Goole

Goole

Old Goole - Staff were very pleasant.

Old Goole - Everything was perfect.

Old Goole - Everything was good.

Old Goole - Was great, the staff were lovely and helpful, and it was so quick and easy. The only thing I would say is if some bigger signs or something on the road might get more people in and knowing about it.

Old Goole - Friendly team, fast and efficient.

Goole - The people are brilliant. Good communication. Happy with service.

Old Goole - Very polite. I felt very comfortable.

Old Goole - Quick and easy.

Old Goole - No queue, very well organised.

Old Goole - Fast and nice staff. Very friendly.

Old Goole - She was very good.

Old Goole - Very helpful and friendly.

Old Goole - Very quick, nothing to be improved.

Old Goole

Old Goole - Staff were polite.

Old Goole - Staff explained what the job does and how it worked and they are kind, and they don't just sit there and not talk to you/

Old Goole - Very friendly, even helped with my little boy so I could have it done.

Old Goole - Fantastic service - All staff welcoming and quick service. THANK YOU!

Old Goole - Friendly staff, organised and efficient service.

Old Goole

Old Goole - Staff brilliant and friendly.

Old Goole - All round fantastic service.

Old Goole - Very good.

Goole - All fine, staff very helpful.

Old Goole - The people were very helpful and gave very good advice. They were also comforting.

Old Goole - Very fast and efficient. Perfect for people who can't get up town.

Old Goole - Precautions put in place to help my son with nut allergy. Helpful and kind.

Old Goole - Precautions put in place to help me with nut allergy, kind and helpful.

Old Goole - Very professional. Kept safe.

Old Goole - Good!

Old Goole - Relaxed environment. Explained everything clearly. Polite people.

Old Goole - Very friendly and informative.

Old Goole - Very good service, kept me calm.

Old Goole - Friendly staff and quick service.

Old Goole - No complaints from me.

Old Goole - Quick and helpful.

Old Goole - Well explained about what goes in your body.

Old Goole - Was polite. Nothing that could be improved.

Old Goole - Very informative with what was going on. Quick service but very efficient.

Goole - They were nice to talk to.

Goole

Old Goole

Old Goole - Quick and friendly service.

Goole

Goole

Goole

Goole - Friendly and polite staff. While I was getting injection they looked after my 2 children.

Goole - Friendly and helpful staff.

Goole - Happy with everything.

Goole - Very quick and easy!

Goole - Staff lovely and friendly, didn't realise it was a 'walk in', very pleased someone asked me.

Goole - Very good service, really helpful staff. Made me feel really comfortable.

Goole

Goole - Very friendly.

Goole - Absolutely brilliant. Quick and easy and very convenient.

Goole - Very quick, friendly and efficient.

Goole

Goole

Goole - Simple, smooth process.

Goole - Friendly staff, efficient service.

Old Goole - Staff were all extremely friendly and explained everything clearly.

Goole - Friendly and made to feel at ease.

Goole - Everyone here so kind - thank you.

Goole - Very friendly, really helpful and very easy to get to.

Old Goole - Very quick and easy - helpful nurses.

Old Goole - Nothing improvement wise, excellent service. Lovely staff, didn't feel a thing. Thank you!

Goole - Shelter and could be improved by a coffee.

Old Goole - It was a good visit. Everyone was polite and nice. Nothing really needs to be improved.

Goole - Very quick service and painless.

Old Goole - Very handy being close to home so not travelling far. Very polite staff, made me feel welcome.

Old Goole - Fast in and out, very helpful.

Goole - The conversation.

Goole - Friendly staff.

Goole - Efficient, friendly staff. Pleasure to be around informative nurse with details regarding bookings and vaccine.

Goole - Getting the Covid injection. The service was fab.

Goole - Very well organised, fast service. Good explanation of the vaccine and any potential side effects. Nothing to improve.

Goole - Everyone was polite and welcoming.

Goole - All staff are extremely helpful and lovely. Nothing to improve upon, keep up the excellent work!

Goole - Very well spoken and looked after, explained everything well.

Goole - Very friendly and polite. Quick and easy.

Goole - Very easy and swift way of being vaccinated. No booking - just turn up! No improvements required. We need more!

Goole - Very fast.

Goole - Quick.

Goole - Very quick and friendly staff.

Goole - Very quick and efficient.

Goole - Friendly and quick, no messing about.

Goole - Free drinks. Lovely staff.

Goole - Just turn up, good for teachers as was free without booking appointments. Quick and easy. Nothing to improve.

Goole - Quick and easy.

Goole - Staff polite and helpful. Queue small.

Goole - Everything as it should be.

Goole - Everything.

Goole - The staff were very kind and welcoming. Can't think of anything to be improved.

Goole - Very efficient and friendly.

Goole - I explained to staff I was optimistic about the vaccine and they could not have been m more helpful in making me feel relaxed.

Goole - Everything all good.

Goole - They really helped me stay calm during the process because of my anxiety and fear of needles.

Goole - Made me comfortable about my fear of needles.

Goole - All staff very friendly and welcoming. Only area for improvement would be waiting time.

Howden - Hughes Mushrooms

Bridlington - All perfect.

Bridlington - All staff very welcoming and kind.

Driffield - Very welcoming and polite.

Driffield - Very professional and caring.

Driffield - Clear instructions and friendly staff.

Driffield - Everything was great, everyone very friendly; bit cold but you can't help the weather!

Goole - Friendly staff. Quick and easy access! Everything very organised. Biscuit offer always a bonus!

Howden - Hughes Mushrooms - No problem.

Howden - Hughes Mushrooms - Very good!

Howden - Hughes Mushrooms

Howden - Hughes Mushrooms

Howden - Hughes Mushrooms - The staff were very polite and professional.

Howden - Hughes Mushrooms - Everything was great; fast and professional. Very positive and kind people work here.

Howden - Hughes Mushrooms

Howden - Hughes Mushrooms

Howden - Hughes Mushrooms

Howden - Hughes Mushrooms

Howden - Hughes Mushrooms

Driffield - It was quick and easy.

Excellent staff administering vaccine. Wait was short. Conveniently located.

Driffield - Was simple and efficient.

Driffield - Well organised, very efficient.

Driffield - Friendly and straightforward. Exactly what you'd expect - grand.

Driffield - They were quick and friendly.

Bridlington - Staff were very friendly and comforting. Very organised. Everything went smoothly and efficiently.

Bridlington - Lovely staff, convenient and efficient.

Bridlington - Everyone was really nice, felt welcome.

Bridlington - More advertising, only knew by walking past!

Bridlington - When I turned up I was well looked after, mentioned sometimes feel faint and was placed in a reclining chair for my injection.

Bridlington - Very quick. All good.

Bridlington - Nice service and very friendly.

Bridlington

Bridlington - More advertising about where and what time it will be happening.

Bridlington - Very quick and easy, I was very happy with how everything was explained.

Very fast and helpful. Gave all the information I asked for.

Driffield - Very organised. Friendly assistants. Entered workplace and allowed friend to come too, to also have vaccination.

Driffield - Quick and easy. Friendly service.

Driffield - Convenient to come today. Struggled to get booked in for Covid jab. Thank you.

Driffield - Excellent service. Very friendly.

Driffield - Good overall experience, kind people and fast service.

Driffield - It didn't take long to get the vaccine and the members of staff were friendly.

Everyone was welcoming and friendly. Quick and easy. Meant I got my vaccination early.

Driffield - Staff were good and that I got vaccinated.

Driffield - Nurse and staff very helpful cos I'm scared of needles!

Driffield - Quickly done and talked you through.

Driffield - Speed and efficiency.

Driffield - Good service. Friendly. Helpful.

Driffield - Very easy & friendly.

Driffield - Well organised.

Goole - Was quick.

Goole - Very quick and simple. Well explained and cared for.

Goole - Everyone is friendly.

Goole - Excellent service. Great idea. Accommodating of baby.

Goole - Excellent service by all. Very good idea.

Goole

Bridlington - Everyone was really friendly. Everything was explained well. Fantastic service.

Bridlington - It was quick and staff very helpful. Nothing to improve.

Bridlington - Everyone was very patient and respectful.

Bridlington - Easily found, helpful from start to finish. Excellent.

Bridlington

Bridlington - Everyone very friendly. Quick and prompt. Very informative. Nothing to improve.

Bridlington - Friendly and informative. I felt safe and supported.

Bridlington - Friendly staff. Everything explained well.

Bridlington - Excellent, fast and great opportunity to have the vaccine, thanks!

Goole - Everyone was very friendly and helpful. Great work. Thank you.

Goole

Goole - Straightforward.

Goole - Well informed from start to finish. Everyone extremely helpful.

Goole - Very polite and professional.

Goole - Very efficient and helpful staff. Felt very safe.

Goole - Quick and easy. Very nice and helpful staff.

Goole - It was all good.

Goole - Friendly staff, very helpful.

Goole - It was absolutely fine, nothing to change.

Goole - All staff are amazing, very helpful. Gave all information, what I needed to know. A huge thank you.

Howden - Wren - All the details were perfectly understandable! the nurses were really friendly.

Wren - Very efficient.

Howden - Wren - Very friendly, very quick and professional.

Howden - Wren - Quick, easy and good after care.

Howden - Wren

Howden - Very efficient, quick and easy. Explained thoroughly.

Wren

Howden - Friendly staff.

Howden - Wren - Very friendly and very efficient.

Wren - Lovely service.

Wren - Nothing to improve.

Howden - Wren

Howden - Wren - Simple, direct, informed and quick.

Howden - Wren - Everything was perfect. Staff were friendly. You're doing a great job!

Howden - It's nice to have the bus come to my workplace.

Wren

Bridlington - Good staff and service. Very informative and well thought out.

Bridlington - Staff amazing, extremely friendly. Very efficient. Brilliant. Thank you!

Bridlington - Everything was great!

Bridlington - Quick and very well organised.

Bridlington - Not waiting long. Friendly staff. Efficient.

Bridlington - Very friendly staff and good operation times. Thank s very much

Bridlington - Last minute invitation, quick and efficient. Great service, thank you.

Bridlington - Very quick and efficient. Very friendly.

Bridlington - Staff were very friendly and the process was efficient.

CYP - Very good. Staff were great.

Bridlington - Quick, friendly, well explained and very organised.

Bridlington - Very friendly staff and well organised. Made everyone feel at ease.

Bridlington - Staff were really friendly.

Bridlington - Felt at ease and was made welcome.

Bridlington - The staff are very good, friendly and kind.

Bridlington - Very friendly staff. Logical and efficient process.

Wren

Wren

Howden - Wren - Very good. Can't complain.

Wren

Wren

Wren

Wren - It was nice and very easy.

Howden - Wren - Satisfied, everything was good.

Howden - Wren - Amazing job, very helpful and great people.

Hedon

Howden - Wren - Friendly and welcoming.

Wren - Nice people and the do everything faster or very fast (sorry, I don't).

Wren

Wren

Howden - Wren - Easy, flexible, very happy with everything. Thank you so much.

Howden - Very friendly staff. Good organisation.

Howden - Wren - That was very quick and with no pain. Thank you.

Howden - Friendly staff. No pain.

Howden

Howden

Wren - Staff were lovely and polite. Was quick and easy.

Wren

Goole - Wren

Howden - Wren

Howden - Wren - The nurses were absolutely amazing. Made me feel very comfortable. All of the staff were lovely and kind. Thank you.

Howden - Wren - Everything was great, the nurses and staff were very kind and made me feel very comfortable.

Howden - Wren - Did absolutely amazing. No pain. Lovely staff. Amazing nurses. Thank you.

Howden - Wren

Howden - Friendly staff. Highly recommended.

Howden - Wren - Everything was great. I am happy to do this vaccine. Great people, all staff.

Howden - Wren

Howden - Wren - All staff were friendly and quick.

Ebuyer - Informative, smooth and easy.

Howden - Wren - Everything was very good. People were friendly and helpful.

Howden - Wren - Was a lot easier had the vaccine at work. Told all information I needed to know, was well informed about the vaccine.

Ebuyer - Nice and easy. Friendly service.

Howden - Wren - Great service. Patient.

Withernsea - Staff were very nice.

Bridlington

Bridlington - Very efficient and friendly.

Bridlington - Very helpful. Lovely people.

Bridlington - Nothing to be improved.

Organised and friendly, was all done safely and quickly! No improvements.

Felt at ease even though skeptical about having it.

Bridlington - Friendly staff, no issues.

Bridlington - Friendly service.

Bridlington - Very friendly and helpful staff.

Bridlington - The staff were very kind and explained everything clearly.

Bridlington - Very quick and easy. Friendly staff. No pain, didn't even know I'd had it done.

Bridlington - No messing. Straight in and very friendly.

Bridlington - Everything was good, no need for improvement.

Bridlington - The staff were really friendly and welcoming. Not a lot to improve.

Bridlington - All the staff very helpful and chatty.

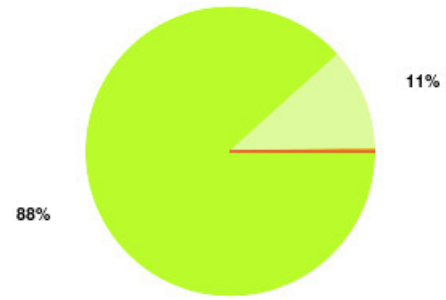
Bridlington - Fab service.

Vaccination Centre Summary

Number of responses: 1327

Experience	Amount	Percentage
Very good	1171	88.244%
Good	151	11.379%
Neither good nor poor	4	0.301%
Poor	0	0.000%
Very poor	1	0.075%
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	1322	99.623%
Very poor & Poor	1	0.075%
Neither good nor poor & Do not know	4	0.301%



Comments

The people working at the vaccine centre were friendly, organised and made the experience easy and stress-free.

Staffs are accommodating and respectful. You'll be guided accordingly from entry to exit.

Very quick , very professional. St. John ambulance cadets were extremely helpful and couldn't of done a better job. Top marks all round.

Quick and everyone was very welcoming.

Attentive, caring staff who seemed to have everything in hand, thus providing a comforting atmosphere. Thank you.

Very organised and very friendly staff, they made everything clear, comfortable and easy.

People in the room with me were wonderful in distracting me, and guides are great. Everyone very helpful and thank you.

Super friendly staff! I was very anxious but they looked after me and made sure I was alright through the whole process.

Was very organised and all the workers and the nurses were so lovely. Chatty, fun and put us both right at ease. Thank you. No improvements at all.

The whole operation from start to finish was very smooth. Very professional and everyone was very knowledgeable and helpful.

Fantastic friendly staff, gave me lots of great advice and made sure I was comfortable through my needle anxiety.

Very quick and easy to understand and do, did have to explain who I was many times which was more inconvenient than annoying.

Clear markers. Helpful guides. Friendly staff/atmosphere. Info freely given - feel informed. Improvements - tea trolley.

Everyone was very polite. It was a quick process and the staff were nice, which helped with nerves.

Really good, very well organised and everyone really nice and helpful. Would definitely recommend.

They made sure I was okay after the vaccine as I was nervous about getting it. They were super friendly and caring.

The area is very sterile all throughout and all the staff are very friendly. The nurses are very helpful to nervous patients. Thank you guys!

From entering the building to leaving the whole process was friendly, informative and comfortable. Everyone should be individually thanked for their excellent work and professionalism.

Friendly staff, but long confusing queue outside. Maybe marked zones to wait at depending on your time would be easier.

Really helpful and chatty staff, made it less nerve racking.

Very professional and friendly also very inclusive. Made sure I was okay.

Very nice people and very professional. Very accommodating for a couple together.

Service was extremely friendly, organised and professional. Was made to feel at ease. The place was very clean. Overall very happy with the service.

Quick and efficient service.

Excellent, very well organised, good communication, and friendly and helpful teams. Plenty of information given throughout.

Very friendly and helpful. Wasn't a long wait. Made me feel at ease as I was scared of the needle.

Overall organisation was good. Double queue did not work, the lady did both sides twice so was waiting after people that came in after me.

The staff were friendly and showed me where to go. The staff informed we well re - everything. I needed to know before getting my first dose. Overall, it was a very good experience.

Friendly staff. Explained everything. Quick and safe environment.

Really pleasant visit, put at ease straightaway, everyone was very friendly and helpful, and the system felt very efficient.

The visit was very efficient and the staff at all stations were friendly. The vaccine administrators were so helpful and kind.

Very efficient and smoothly run. Everybody lovely.

So quick and straightforward, everyone is a warm, smiley face. Couldn't have been a better experience.

The staff were amazing, couldn't have made me feel any more at ease.

Very quick and well organised.

Friendly and quit, what more could you want?

Everybody was so calming, it made you feel at ease. Mag was especially kind. Everyone was so lovely.

Every single staff member were happy and friendly whilst being very helpful. Great work!

Staff lovely, talked through everything and made sure I was calm.

Warm and welcoming staff.

Very friendly staff. Good social distancing. Very clean.

Very clear instructions and lovely staff members!

Very friendly and welcoming.

Very quick, easy and looked after each step of the way.

Volunteers/staff were really friendly, kind and helpful.

No improvements needed. The centre is seamlessly run with very friendly staff.

Very friendly staff.

Well organised and friendly.

People very friendly and helpful.

Helpful staff and were very friendly.

Service was quick and efficient.

Everything was fine! Friendly staff.

A very well organised operation.

All the staff very friendly and helpful.

Easily navigated with staff.

Very east and straightforward.

Very polite staff. Done very well.

Lovely assurance. All members were extremely friendly and welcoming!

Easy, lovely staff and felt very reassured.

Efficient and quick. Staff all lovely and helpful.

The nurse was lovely, very reassuring and did the jab with ease.

All good, ran very well.

Your reception guy on computer extremely rude, your nurse lovely.

Efficient, friendly - couldn't be better. Thank you for today and all that you do.

All staff were friendly and approachable. Everything was done in a very efficient way. Thank you!

Very organised, friendly staff and efficient.

Very friendly and helpful staff.

All members of staff very friendly and helpful!

Everyone was polite, caring and warm welcome.

Very kind people. The vaccine was administered in a very gentle manner.

The staff were very pleasant and informative, the whole process was quick and efficient too!

The staff! So friendly! Thank you for all you do.

Very chatty (I liked). Didn't feel the injection going in! Very good.

Everyone was lovely. No improvements!

Very fast.

Very organised.

Everything is ok.

Explained everything well. Good quality of service.

Lovely organised polite staff. Couldn't have been better. Thank you.

All the staff from arrival to leaving were extremely informative and polite.

Very nice and helpful people!

Wait time.

Very friendly staff and organised.

Very quick, efficient and a good experience all round. Very friendly and helpful people.

It was all good and professional.

Everyone was really nice.

Friendly staff, no queue.

Quick to be seen. Staff were lovely.

Staff very polite and friendly.

Quick and easy.

Everyone was friendly and knowledgeable.

Very well organised. Everyone very helpful.

Friendly and helpful staff.

Everyone was just lovely, very smooth process.

I was allowed to bring my mam. Maccies for dinner.

Friendliness of staff and efficiency.

No queue, quick and easy.

Vax got me feeling weird but all the workers are sound, shout out to them! Thank you!

People were friendly, staff were helped and informative.

Easy and fast. Everyone was nice.

Excellent experience. Friendly staff.

Very speedy and friendly staff.

Friendly and informative. Very well organised! Thank you!

Visit is good and everything went well.

Straight in. Friendly and reassuring staff. Couldn't fault the whole process.

Very organised and efficient. Staff were kind and patient.

No waiting, incredibly kind doctor, great help. Really caring staff.

All of the staff were friendly and caring. Everything was so well organised, a very effective operation.

Really helpful staff, offered reassurance throughout the visit.

Lovely staff - made me feel super comfortable and well organised.

Very smooth, efficient and friendly.

Excellent service.

Very nice doctors.

Very fast, I like it!

Very organised.

Everyone was extremely helpful and friendly throughout the entire vaccination process.

Everything from start to finish was excellent! Well done to all.

Everyone was so friendly and reassuring. Excellent service.

Very good. Nice job! Thanks so much!

Quick visit. Informative staff.

Staff were friendly and well informed. Distancing was well kept and organised.

Friendly staff, really helped as I'm scared of needles. Small wait but that's understandable.

Fantastic and friendly staff who made a real effort to keep everything relaxed.

Really quick, very efficient.

Was okay but queueing system could be better.

Well explained and nice people.

Doing a great job!

Staff were friendly. I was very nervous and they took care when I felt faint and ill.

Everyone was lovely and polite, it was very efficient and I was here in less than 10 minutes.

The lady who did my vaccination made me feel very comfortable and overall made me feel at ease.

Staff lovely and good distancing measures. Took an hour overall with queue.

Everybody was so lovely. Made me feel at ease. Very quick and efficient.

Staff was all friendly and helpful.

Lots of queues.

It was quick and easy.

No improvements, all staff were lovely.

The injection was well explained and the staff made the situation easy and comfortable.

Very polite and accommodating my needs on the day. Very helpful and informative.

Very quick. Very well organised.

Well organised. Very helpful staff.

Welcoming, calm and friendly experience.

Quick and easy. Very kind and made me feel very comfortable for my first vaccine.

Everyone very friendly. Super relaxed feeling.

They gave you all the information I needed.

Nurses were welcoming and patient. I felt comfortable straight away.

It was very quick and easy. Staff were nice and friendly. Felt comfortable.

Everyone very friendly and helpful, very efficient too.

Volunteers and nurses really amazing people. Thank you

Very good, everyone very friendly. Thank you.

Excellent staff, very polite throughout.

Friendly staff, made arrangements to suit needs.

Very kind and lovely staff and helpful.

Friendly.

Quick and painless.

Organised well. All staff friendly.

The staff were amazing and I don't think anything needs to be improved.

People were friendly and welcoming and the entire experience ran smoothly.

Efficient system and Covid friendly. Lovely staff and organised.

Quick efficient system, lovely and friendly staff. 10/10.

Marilyn very good. Quick and easy.

Staff were very friendly.

Helpful and pleasant.

It was busy but well organised and it all went smoothly.

Everyone very welcoming and made me feel very comfortable.

Nothing really to improve, good service.

Friendly staff and well organised.

Very good volunteers and staff and everybody looked after. Thank you NHS.

Brilliant nurse.

Fast and mostly well organised. Perhaps more volunteers to manage upstairs bay designation.

Usually they sanitise wipe your arm first before a jab but didn't this time ... would be nice if it was explained to me 'why?'. Very friendly staff.

Brilliant staff, fast and professional.

Lovely staff, made me feel super comfortable.

Very good.

Polite, clear and quick.

All good, nice and quick.

Staff very friendly and helpful.

Everyone was very friendly, welcoming & helpful.

Very calm and friendly.

Really organised, quick and easy. Couldn't be improved.

Lovely nurses, very happy and gave overall pleasant experience.

Very easy to understand.

Simon was lovely, made me feel at ease! Very well organised.

All the staff were friendly.

Staff very reassuring and help know what to be prepared for.

Very friendly staff.

Nurses were lovely.

Friendliness of staff. Ease of vaccination.

Lovely staff. Quick.

Well organised and friendly service. Thanks to all the volunteers.

All staff very friendly and helpful.

Very lovely staff, good at calming us down.

Absolutely fantastic. The entire team and system ran like clockwork. Well done everyone!

Very well organised! Running smoothly! Very friendly staff! Can't fault anything!

Fast and lots of information.

Waiting time and waiting around afterwards, only got it because I want to go on holiday wooooooo

Amazing, no problems at all. Very friendly and helpful.

Very friendly and very professional.

Good communication and directions.

Amazing!

Service is very good and they are working very hard and staff are friendly.

Lovely staff and volunteers.

Great service, friendly staff.

You are a really good team. Thanks.

Very helpful and friendly staff.

It was excellent.

Quick and efficient.

Very quick and easy.

Everyone was lovely and made me feel very comfortable. Thank you.

Well organised, very helpful.

Well organised, clean and helpful.

Nothing to improve, everything was good enough.

Very quick and easy.

Made me feel at ease and did my vaccine quickly.

Everyone was friendly and was there if needed assistance or help.

The whole visit was good.

Very well organised, ran very smoothly. Couldn't fault anything!

Really nice, felt at ease throughout.

Helpful and friendly staff.

Super organised.

Very quick and efficient, everyone was polite and friendly.

Very organised.

Super friendly staff and a really easy process.

Quick, informative and polite.

Very well organised, safe and friendly.

Very friendly! Thank you!

Staff were kind. I'm looking forward to not getting Covid.

All the staff were friendly and made me feel at ease.

Friendly staff. Well organised.

The volunteers are really lovely!

Everyone was helpful and put me at ease throughout.

Lovely staff and was very helpful.

Very organised and felt comfortable.

Polite from start to finish.

Excellent organisation. Friendly and helpful HCA and vaccinator.

Very efficient, everybody very friendly. Very well organised.

Everyone was lovely, made me feel calm. Was scared to get it done but the nurse talked to me while I got it done, made me feel miles better.

Nice and friendly people. Quick injection. Happy from service.

Very organised and friendly staff throughout made for a short pleasant experience. Thank you very much

Very quick, professional & organised. The staff members were extremely nice and supportive. Thank you for such service!

Quick and easy, friendly staff.

The staff and volunteers were all very friendly and were very informative and happy to answer any questions I had. I had serious apprehensions before my vaccine and everyone made it a thoroughly relaxing experience. Keep up the good work!

Extremely well organised and I felt very safe throughout, just can't wait to get my 2nd dose and hopefully get back to normal. Everyone was extremely friendly and guided me through the centre.

My daughter is very nervous of vaccinations. The nurses and all staff were very understanding and made sure that she felt ok. She was allowed to lay down on a bed and they talked her through everything. Amazing people!

The promptness and good organisational structure allowed everything to proceed quickly and effectively.

There are staff members at every place/location. The staff are very friendly and polite.

Excellent organisation. Incredibly lovely staff. Had a good old chat and a laugh about it all. Very quick questioning. I was in and out in about 20 minutes. Couldn't suggest anything better to improve. 10/10 service.

Very efficient and lovely staff.

Well planned, easy and quick. Very clean and organised. Good experience with staff.

Good staff, all nice and helpful.

Everyone was nice and friendly. Thank you.

The staff were kind and compassionate and made me feel very at ease.

It was quick and simple. Staff were kind and gave information and was helpful when getting the vaccine, as well as making sure I was comfortable and reassured.

Staff were amazing. I'm scared of needles and they couldn't have been more helpful. Thank you.

Staff are friendly and have good communication but they could be more organised with appointment times. I had an appointment at 7.25 pm and only got seen at 8.10 pm.

The nurses and volunteers are very helpful and kind. Too much waiting before-hand though!

Quick, efficient, friendly and pain free.

kindness and friendly atmosphere.

All questions answered. Efficient system and well organised. Friendly staff.

Ladies looked after me brilliantly. Put me at ease and made sure I was okay afterwards.

Quick and easy.

Staff all very kind and helpful.

Very organised and lots of friendly staff to help out! Very easy process overall.

Was quick and instructions were clear.

Well organised, polite and friendly staff/nurses. Swift and easy process.

Very organised, great staff and quick.

Well organised and rather fast.

Very efficient, once inside the building. Fast, tidy and friendly staff.

The ladies who did the injection were very friendly and helped with the fear of needles that I have.

Each member of staff was so friendly and welcoming. A very organised service from start to finish.

Highly organised nurse. Very kind, nice and helpful staff. Nothing should be improved.

They attended to a needle phobic very well. Kept my mind off what was happening. Nurses were fabulous!

Very organised and efficient, very friendly and comforting staff. Slightly behind time however, this is understandable due to vaccinators returning to their usual jobs.

Staff are polite and very friendly. Made you feel at ease.

Staff very helpful!

The coordination from my point of entry to the vaccination point was very good and the volunteers are wonderful and pleasant. Really loved the experience.

Everything well spaced and organised. All the staff are kind and helpful. Felt very comfortable when having the injection and in the points leading up to it.

Good communication and one way system. Nothing to improve.

Very organised and kind staff.

Fast, friendly and efficient.

Very efficient. Staff and volunteers were very helpful.

Quick and pain free.

Very smooth service, no improvements needed.

Staff were very helpful and it was quick and easy.

Very fast. Staff and volunteers were very kind and helpful.

Good treatment. Speedy.

It felt efficiently run, the nurse was very reassuring.

Fast process.

Fast and efficient.

Lovely, helpful staff. Jane was kind and made it easy.

Very helpful and friendly staff.

Very calm atmosphere.

Was spot on to be honest.

Friendly and helpful staff.

Very friendly and helpful.

Well organised. No improvements necessary.

Very friendly and made me feel at ease.

Staff very helpful.

Quick and well organised.

Everything was explained very well. Easy process. Kind staff.

Very good.

Very organised and quick.

Good service. Quick and easy.

Really lovely and friendly nurses doing the vaccine and everyone was lovely, was also really organised and felt very safe at all times. Thanks!

Nurses were great at recognising I was nervous and helped calm me and went at a pace that was good for me.

All staff very polite and friendly.

Staff were great!

Good - all the volunteers and vaccinators were very friendly, helpful, and made me feel at ease. Thank you!

Quick and simple process. Better organised way of calling people up/waiting area.

It was all very organised!

Very friendly staff. No complaints.

Everyone was very friendly and made me feel at ease.

Very quick and professional. Very friendly.

Mags and Lisa were very reassuring, calm and chatty. Made me feel relaxed.

The nurse was lovely and really calmed me down. However, I was in the queue for a long time despite having an appointment pre-booked. I was booked in at 7.25 pm but didn't receive my vaccine until 8.04 pm

Staff great, welcoming. Just waited 45 mins.

Very appreciative to all what the nurses and volunteers are doing. I felt very comfortable.

Easy to find way around, well organised and friendly.

Everyone was nice.

Nurses good. No problems/complaints.

Very organised and the staff were super lovely and made me feel at ease when I was nervous.

Very friendly and efficient staff - great service.

Everyone was really nice and they all made me feel welcomed. It would be hard to improve the experience.

The structure and layout of the service was brilliant. Couldn't be better organised.

Everyone was very efficient, kind and welcoming. Plenty of people to help and all very friendly and nice. Nothing could be improved - overall a very pleasant experience.

Nothing really. Everything is great.

Very efficient. Fantastic staff. Clean and safe.

Everyone was very kind and helpful, nothing can be improved.

Got stabbed.

Very organised, clear instructions, nurse and volunteers were lovely.

Very well organised and staff were all very friendly, approachable and made the process as smooth as possible. Also noticed that staff were reassuring to anyone who seemed especially nervous, which was nice.

Was very good. Quick, clear, easy and safe.

Straightforward and easy.

Everything was well done and I had everything fully and completely explained to me. No improvements needed.

Very clear instructions and efficiently run. No waiting time.

Very kind staff; both nurses and volunteers.

Made me feel at ease and talked me through all steps. Everyone super friendly too!

Really lovely staff. Wasn't nervous before-hand, but they definitely helped calm other people. Very quick and easy service.

Carol (the nurse) was awesome and very reassuring. The organisation of the whole thing is brilliant. Nothing to be improved.

I was really nervous and the staff and nurses were really friendly and helped you relax. I couldn't be more proud of our brave staff at the NHS!

All very well organised.

The whole process was very quick.

Friendly staff.

Staff are very attentive and friendly. Thank you.

Very well signposted and the volunteers/staff were friendly, clear and very comforting. No obvious improvements spring to mind - an excellent vaccination centre.

Very efficient and friendly staff. Nothing to be improved. Perfect overall!

Very friendly staff! Accommodated my anxiety, excellent experience!

Everything was easy and understandable. Staff were nice, friendly, helpful and supportive. Thank you.

Very helpful and kind. I don't think anything could be improved.

I was really impressed at how the ladies kept my mind elsewhere and kept me distracted. I have a phobia of needles so this made the experience a lot easier.

It was everything good, perfect, staff were polite. Thank you.

It ran very smoothly and I was kept at ease throughout the process.

Friendly staff.

Staff very friendly and helpful.

Very friendly nurses and staff.

Everything was perfect, thank you.

Very organised. Quick to get through.

The people were really nice and friendly. Really simple process.

Very helpful staff. Very friendly.

Very organised. Quick and easy to get through.

Clear instructions and friendly staff.

Very good.

Very easy, lots of people to direct you.

Nice HCAs and volunteers, waiting times were a bit long though.

Amazing staff.

The staff were very lovely and very patient with me, this made me worry far less.

Very friendly staff, can't fault.

The support from staff.

Not much.

It was perfect.

Good directions and friendly staff.

Everyone was friendly and clear with instructions.

All lovely, caring staff. All went above and beyond.

All staff were very friendly.

Nurses were extremely helpful.

All okay. All very nice and comforting.

Very welcoming and quick service - very happy.

Service running 10 mins slow. Nurses were lovely. Give them a pay rise!

Very efficient.

Lovely staff. Very straightforward.

Reassuring staff, made me feel safe.

Very ordered and simple. Staff put me at ease.

Very comforting. No improvements.

Very quick service, lovely staff.

Very nice people. Fast process.

Friendly and fast experience.

The volunteers were extremely helpful, and it was a fast and easy process with social distancing in place safely. Great job!

Staff and nurses are excellent and are very polite.

Friendly staff.

Good staff/helpful but long wait.

Nice staff, quick and easy.

Very lovely people.

Everyone was very pleasant and helpful.

Faster.

More friendly volunteers when coming in to get jab.

Very good staff. Fast and polite.

Very easy process. Staff help keep everything calm and stress free. Very friendly volunteers. Thanks so much!

Absolutely lovely staff. Very helpful and lots of info re - vaccine and pregnancy.

Friendly staff. Straightforward. Wait time after appointment slot.

Lovely staff.

Quick, efficient and very helpful staff who all made me feel very easy about having to have the vaccine done.

Nothing to add.

Very organised and professional staff. Waiting times a bit long but think I just got unlucky.

Keep up the good work all!

It was very efficient and smooth. All staff were very friendly and supportive.

Everyone very polite, happy and friendly.

Vaccine administration quick and effective. Long wait and late despite arriving very early.

The vaccine administration was very good but the waiting times could be somewhat improved.

Great staff.

All staff were very friendly however, the way the entry is set out could be massively improved.

Friendly staff, very informative.

Appointment was 40 mins late! Everyone really friendly!

Staff friendly and helpful.

Excellent staff, very helpful.

The staff were very helpful and clear in their explanation.

Friendly volunteers. Long wait time but understandably so.

Proper mint innit bro!

Good system. Friendly staff.

Spot on notes, cheers for the help.

I was warmly received and all workers were polite, which I appreciated so much.

Clear instructions - just easy. Nothing to improve.

All staff very polite and positive.

I'm elderly and slightly disabled, staff were very helpful and attentive and made sure I was comfortable.

Efficient as possible, all things considered.

I really enjoyed the information that the nurses were giving me before the vaccination, that was really helpful! Everyone was really welcoming and polite which makes the day brighter! Just wanted to say 'thank you' to all the nurses and volunteers for their time.

Was very good and fast.

Efficient. Nice and friendly staff.

Well organised, well distanced. Could have paid more attention to order of arrivals (4 people who arrived after me had jab before me and I needed to return to work). Everyone very polite, nurse very friendly and knowledgeable.

Very friendly staff. Couldn't ask for more. Hurt my arm a wee bit.

The nurses who jabbed me went above and beyond. I was nervous and they were wonderful. 100% recommend.

The staff were kind and reassuring when I felt anxious about getting the first vaccine and it is helping me think about my decision more.

Very friendly staff and volunteers. Good work everybody!

Quick and efficient, no improvements required.

Very pleasant and helpful staff, especially Marilyn - what a star!

Very organised and done quickly. Lovely volunteers and nurses.

Ann was lovely.

No improvements, everyone was polite and friendly and everything was explained to me properly.

Nice people. I don't like needles and they helped me to stay calm.

Friendly staff and clear instructions.

The vaccination programme was very smooth running. Staff were extremely pleasant and helpful. No improvement!

Very well organised, clear instructions/directions. Nothing to be improved.

All the staff very nice and helpful.

I think it's good.

Lovely and friendly, they love to help in here. Perfect.

Fast, and easy to navigate.

Polite.

Staff all extremely approachable.

Staff were friendly and answered all questions I had.

Very nice staff and quick.

None to think of.

Friendly staff. Quick and efficient service!

Incredibly smooth operation and very helpful staff! Great job!

Lovely staff/volunteers. Fast. Efficient.

The staff in the building were very welcoming and made the whole process easy. The nurse was also very nice and explained everything in great detail.

The friendly service. The clear instructions. The speed.

Very efficient, polite and friendly. The whole experience was lovely.

Helpful staff, good directions and very friendly.

All team knew what they were doing. went very smoothly.

Be faster.

Everyone was very friendly and efficient. Thanks!

Everything was well organised. Everyone was helpful.

Well organised. Efficient. Friendly staff.

Nurse and others very friendly.

Very fast. Explained everything very well.

Was well organised and had people to help at every step along the way.

Was efficient and everyone was very kind and helpful. If possible, avoid asking the same questions multiple times by different staff.

Everyone was friendly and helpful, the directions around were easy to follow.

Everyone was so supportive, the volunteers, staff and nurses made me feel safe and comfortable.

Lovely nurses, shame about the vaccine.

I was well looked after while dealing with my anxiety.

Easy, friendly people.

Friendly staff.

All very well instructed.

Friendly volunteers.

Everyone was friendly and polite. Was very quick and efficient.

I think they were nice and made me feel calm about it.

Good, quick and friendly service.

The nice staff and friendly environment.

It was quick.

Efficient and helpful.

All staff were friendly. The process was efficient. Only concern was the needle felt like it wiggled a little upon penetration, causing some discomfort in my arm.

Clearly explained.

Lovely staff and calm environment.

The nurse was very kind, and it was a pleasure seeing her.

The staff were lovely. I was stressed out and my head felt heavy but nurse took great care of me and was very gentle.

Very fast service.

Communication all the time. Very friendly and approachable staff.

Staff were kind and helpful and eased my stress.

Shorter wait, seemed a busy time. Everything else was good.

Satisfied.

Nothing was wrong, everyone did great.

The staff were very attentive and caring towards me and my baby.

I am xxxxxx's mum, from entering the city hall to coming out was very good. xxxxxx was very anxious about his vaccine but was put at ease by the receptionist and the medic. I am sure it has helped xxxxxx and will not be as anxious when he has his 2nd vaccine. Thank you all.

Lovely volunteers. Ran 20 mins late, but oh well. Big thanks!

Everyone was very helpful and made it very simple to find my way around.

Quick and efficient.

Everyone was helpful and put me at ease.

Quick and easy.

Everything was quick.

Very friendly and easy to navigate.

Very well set out and very quick.

Very well organised system. Friendly and reassuring staff/volunteers.

Very well organised. Staff helpful and professional. Quick!

Volunteers were lovely. Thank you. Stay safe!

Everyone was great, very helpful and made the process very easy.

Calm and efficient service. Lovely staff.

Very well organised and very quick process.

Staff were polite and easy to understand.

Very smooth service from start to finish. They let me get the vaccine taken with the person I went in with.

More signs outside to explain the process.

Service was very smooth. Individuals from same household vaccinated together. Staff and volunteers personable.

Very organised and everyone was friendly.

It was really organised and volunteers/staff are friendly. Your time and support is greatly appreciated providing the vaccine roll out. Thank you.

Overall everything was efficient, organised and pleasant. The volunteers and the NHS staff were very friendly and professional. I have no negative comments or points of improvement.

I hope to stop Covid19.

Staff were very polite and made sure I was safe and calm.

They were helpful, understanding, caring and friendly.

Service was quick and efficient, with the staff being helpful and compassionate. Very good!

Everyone was lovely!

Everything was good, pretty much in and out and everyone friendly and helpful.

Swift, efficient and friendly. Thanks.

Staff were quick and very friendly and understanding of my mum needing me as moral support due to anxiety. Excellent service, thank you so much!

Very efficient service and staff. The nurse was very friendly. No improvements needed in my opinion!

Welcoming. Made me feel comfortable. Nothing to improve, great job!

Everyone was friendly and the process was smooth. But something could be done about the conspiracy theorist?

All staff were lovely and very well organised.

All staff very helpful!

Very organised, staff were nice when I was anxious.

Good communication. Friendly.

Very well structured and efficient, lovely polite service.

Very well organised. Polite/friendly staff.

Everyone was really friendly and everything was easy and straightforward. Barely any queueing or waiting time.

Everything was explained to me clearly, side effects and what to do after etc. Waiting time was longer than expected, however, that is expected with vaccinations.

Nothing bad to say. Experience overall was positive. Thank you.

Seamless and easy process to get into vaccine centre. Friendly staff on site. Only minor thing I'd say is there is a lot of repetition in questions.

Nothing can be improved, very good set up. Well organised. Lovely staff/volunteers.

Felt so nervous about my first vaccine, everyone was super lovely and calm. I didn't feel a thing and will be more confident with my 2nd vaccine.

Quick and easy. Lovely staff.

Lovely staff and nurses. All positive. Nothing to improve.

Quick and easy with friendly staff.

Excellent service! Everyone was very welcoming and made the experience a lot more peaceful.

Really well organised.

A bit rushed.

Everyone was extremely helpful and welcoming. They really put me at ease and explained everything.

Staff were quick and did explain. Time could have been taken in between each bit of information given to have time to take it all in.

Staff were very nice and supportive, given I struggle with anxiety. Everything, all the steps to take, was very clean and easy to understand.

Explanations were good. Add the address and post code of the vaccination centre to the booking message. Agility to check in online. Be able to change time of appointment without having to cancel it.

Very kind and helpful.

It was very straightforward. Waited maybe 10 minutes and then was in the booth for less than 3 minutes. Jab itself was painless and no immediate effects. Overall went very well.

Was easy and all staff were lovely.

Lovely nurses and staff, didn't feel my injection. No improvements needed.

Very quick and friendly staff.

Organised and friendly.

It was great, people were very kind.

Staff were amazingly lovely from start to finish. Really friendly, well organised and very efficient. Nothing to be improved, everything that needs to be done is.

Very quick and efficient process. Polite and helpful staff.

Everyone was very helpful and kind.

Very fast. Felt welcome and calm.

All staff amazing. Thank you.

Quick, efficient and friendly.

Quick, easy and friendly staff.

Very friendly and easy.

To get the jab to be safe from Covid. The staff were helpful. I am grateful to them.

Nothing could be improved! I felt very at ease despite being anxious. Thank you to everyone!

The staff were very chatty and made it less scary.

Staff very helpful. Quick and easy to understand.

Well organised. Friendly staff/volunteers and sanitising stations all around. Little to no improvements needed.

The staff were really friendly and supportive and took their time. Really nice!

Very quick and well organised. Everyone was very helpful.

All good.

All good.

Easy and lovely staff.

Nothing, everyone did a great job.

All done very well and friendly volunteers and staff.

Quick

Quick and easy.

Excellent and friendly staff.

Very polite and efficient. Very reassuring even if not scared of needles.

Friendly service. Quick and easy.

I wish they said it was a needle on the letter.

Speed.

Very nice staff.

Fast. Lovely people.

Service was great. Staff were friendly and efficient.

Everyone was friendly and made the experience more comfortable.

Everyone was really happy even talking about jabs.

Very efficient getting people in and out however, my boyfriend and I were told we could go in together but were then separated by another person. 3 people who had been seated after me were then given their vaccine before me.

The whole experience was outstanding. I have a phobia of needles and injections but the gentleman who administered my vaccine was absolutely fantastic. Overall the experience was brilliant for a nervous sceptic like myself.

Everyone really friendly except for the first guy you came to in the main hall.

Really friendly staff.

Lovely staff and went smoothly.

Great volunteers and staff, really welcoming. Made me feel safe. Very clean and well organised.

Friendly staff. Easy instructions. Nothing to improve.

Very organised and very clean.

Very organised, nurses were lovely! Couldn't have been better.

Straightforward and simple process to check-in and follow the guided route to receive the vaccine. Entire process was very quick.

Please care - NHS nurse's health, please don't make them so tired.

Very easy and quick process.

Good about my visit is I'm scared of needles and I didn't feel a thing. No improvement required, you have nice and helpful staff.

Quick and well explained.

Very impressed with the organisation of today. My boyfriend and I were well looked after.

All of the individuals were brilliant and kept me well informed and directed. A very calm and pleasant experience.

Very organised.

Friendly staff. Easy to find way around with help from the volunteers. Quick and easy.

Everything was very organised and the staff were all very friendly. Lovely nurse called Lynn, brilliant experience.

Everyone did a great job! Very comfortable and caring and they liked my balloon!

Everyone was so lovely and reassuring! Made me feel way less nervous!

Everyone was super nice and made me feel safe and at ease even though I was terrified. But I didn't get a sticker :(

The structure of the session was amazing!

Efficient. Nothing to improve.

Everything was explained very clearly and all the volunteers were very helpful.

Quick and efficient. Directed to correct places.

Staff are friendly and efficient.

Quick and easy.

Staff all very friendly and helpful.

Very well organised and efficient.

Very efficient and friendly.

Lots of people happy to help you. Smiles on faces. No improvements needed!

Organised. Quick. No improvements.

Heather was very good and settled my phobia of needles.

They were very accommodating for me due to needle phobia. Ran through things quickly.

Friendly vaccinators, clear and understandable explanation of side effects and vaccination procedure. Also, the vaccination was quick with no negatives or long waits.

Everything was controlled and felt safe. Things were being cleaned after use. Volunteers were helpful and knowledgeable. Nurses were lovely.

Very quick and efficient. Everyone was lovely and chipper, and explained everything nicely.

Spot on! Everything great, really well done to you all involved and thank you for their time to help everyone get vaccinated.

Perfect! No queueing, pleasant staff. Brilliant. Nothing needs improving. Thank you all for what you are doing!

Very organised, easy to understand where to go and very polite people.

All staff were lovely! Process was very efficient with little waiting around. Very pleasant experience.

Quick and easy process, made to feel completely at ease! Thank you for the amazing work you do!

Quick and very friendly staff. Staff in booth 5 were excellent. Nothing to improve on.

Everyone was very helpful and polite. Thank you.

Very organised. Quick and easy with lovely staff.

Kind and helpful staff.

Staff very pleasant and kind.

Organised. Straight in and out. Thanks.

Very organised and fast.

Everything.

All good!

Well organised. Nurse made me feel relaxed!

Smooth as clockwork.

Everyone was really helpful showing you around.

Really happy with the speed in which you are in the process. Everyone happy and helpful despite the amount of times they must have done this.

Very organised and efficient.

Friendly staff. Efficient.

Very quick and efficient.

Extremely helpful staff. Felt very safe throughout.

The staff were lovely and incredibly helpful. It was nice to see St John Ambulance assisting. Thank you to everyone, you are all heroes!

Very well organised and friendly staff.

Friendly and helpful staff made the process easy.

Super visit and very friendly.

The service was great and excellent and very good.

Had a great time. Lovely staff.

Good. Fast. Friendly. Safe. Easy. Stress free.

Wait is compulsory?

The people were great, which was good as I get nervous.

Everyone was lovely. Fast and efficient service. 10/10.

Very friendly.

Nurses were lovely.

Excellent staff - very friendly. Quick and safe procedure.

Very friendly and helpful staff.

Everyone was friendly and informative. No improvements needed.

Nurses were lovely.

Efficient.

Staff are so helpful.

Really organised, friendly and helpful staff. Quick. Thank you.

Very fast and easy.

All good. Fast and efficient. Thank you.

Have better control of the system which is the only thing that could be changed from today.

Good directions to where you needed to go. Everyone was really nice and polite and put you at ease.

Quick and simple, very helpful.

Nurse was lovely and made me feel comfortable as I was nervous.

The staff are amazing.

Quick and clean service. Relaxed atmosphere definitely reduces anxiety from injections.

Fast service with polite staff.

Overall good organisation.

Very well organised and quick.

Very efficient and friendly!

Staff are very organised and very reassuring.

All of the staff were lovely, made me feel at ease when I told them I was nervous.

Lovely staff, made me feel at ease. Very quick coming through and was out within 25 mins. Thank you for a positive experience.

Very friendly. Showed me where to go, asked relevant questions and made me feel very comfortable.

No comments. Very happy.

Got my vaccine immediately. Friendly staff/volunteers.

Very organised system, feels very safe and the staff very helpful.

No faults, pleasant experience.

Quick, straightforward and very pleasant staff. 10/10.

Everyone was really nice.

They were very chilled with me knowing I had a fear of needles.

Staff are friendly. Nurse was very kind and clear (Mags). Location is perfect, close to where I live. Management is great, I felt safe.

Perfectly organised and kind staff.

They explained and were very informative about the vaccine.

Everyone was lovely - thank you.

Mags was lovely.

Everyone was super friendly and informative.

Everything was fine except the wait time. Was waiting 35 mins.

Was very efficient, wish I had known I could have come in a little earlier.

Friendly staff, improved the experience.

Very well organised and wasn't waiting that long.

Easy and friendly.

Very organised and fast. Nothing could be improved.

Everybody explained clearly to me the process and what symptoms I could experience. It was my first vaccine, so they made me very comfortable. Thank you.

Really great staff - informative and friendly.

Everyone was very helpful and kind.

Very friendly and helpful staff. Quick and efficient process.

Everyone was really friendly, informative and the process was quick and stress free. Absolutely great experience, thank you to all the staff.

Very nice, reassuring staff.

Nurse was very friendly and informative. Had to wait about 20 minutes to be seen to, which was the only downside.

The nurse made me feel at ease.

Everyone was welcoming and friendly. Made the experience painless and smooth.

All the staff were lovely and talkative.

Staff/volunteers were informative and helpful.

Very well organised, clear instructions and directions.

Quick, efficient and no fuss. Well done everyone.

Well organised and efficient.

Very well done. No further improvements.

Very well organised, was a very straightforward process.

Very efficient service.

Very quick and thorough. No complaints.

Very quick. All staff very friendly, helpful and communicative. Outstanding service.

Very professional and kind staff.

Caroline was amazing. Made me feel very comfortable as I was extremely nervous.

Everyone was really lovely and very helpful. Thank you.

Nurse was very calming, staff did great.

Helpful, quick and easy.

Staff really friendly.

Very friendly staff, clear guidance.

The staff were very helpful and kind and the whole process was as efficient as possible.

Nothing to improve.

Very quick and organised.

Everything done correct and fast.

All was good.

Very organised and efficient. Easy to socially distance. Thank you.

All of the staff were lovely and were very welcoming. Slight delay but that's okay. Thank you all.

Nothing to improve! Everything was smooth and the people were ace.

Well organised. No complaints.

Nice staff and was well set up.

Fast queue and friendly staff.

Hassle free and very efficient.

Nothing can be improved.

Service was quick and straightforward. No comments for improvement.

Very efficient, friendly and helpful.

They understood how anxious I was and helped to relax me. Great service. Thank you!

The nurse was lovely and the staff were helpful.

Good and nothing to improve.

Smooth experience, all staff were lovely and helpful. Nurse was lovely, knew I was nervous and made me feel very at ease! Thank you!

Staff very kind.

Friendly staff and was quickly in and out.

Nothing to improve, very good.

Staff very helpful and nice to talk to.

Efficient, organised and professional.

Everyone was super friendly and nice, could be quicker. Took 20 mins past appointment time but can obviously understand why.

Lovely staff! Quick and easy process - well done everyone!

Professional service. Very friendly. Caring when you need help.

Ran pretty smoothly. I was seen within 20 mins of entering. Nurse explained all potential side effects.

See no area for improvement. Everything was done quickly and professionally leaving no area for worry.

Spoke about everything. Was really caring and understanding.

Very organised. Everything explained well.

Quick and friendly staff.

The nurse was very friendly and was very efficient. The process was done quickly with no issues.

Workers were extremely polite and helpful.

Very prompt, quick and easy process.

Simple, professional and well organised.

Staff were helpful and very polite.

Very efficient, lovely people, very helpful and accommodating.

In and out like a bank robbery haha. Good service.

The St John's volunteers were very helpful young men.

Everyone was very friendly and were directing me every step of the way because the building is huge.

Very efficient.

There was a lot of staff directing you through the building which was very helpful and made the process very easy. All the staff were lovely and helpful.

Perfect. Everything clear and easy.

The staff were amazing, very great and so supportive.

Nice people and was very quick.

Very well organised, everyone was extremely helpful and comforting. Couldn't have been a smoother experience.

Everyone was pleasant, very well organised.

Staff were polite and clear.

There was no queueing, everyone was friendly in each area. Nothing needs improving, keep up the great work.

Quick and efficient. Lovely people.

Quick and easy. Nothing to improve.

Quick and easy to follow. Staff very polite, kind and respectful.

Very fast and efficient.

Very organised, helpful and friendly staff.

Overall it was a good visit and a good service.

Very well organised. Staff were lovely.

Very well planned and organised.

Thank you!

Extremely efficient, nurse was lovely and very chatty which makes you feel at ease.

Everyone was very welcoming and it was a nice and calm atmosphere.

I liked how fast they did the injection as I didn't have time to react.

Polite and respectful. Bit of a wait but to be expected.

Quick and easy. Straightforward process.

Very swift/efficient.

Everyone was super kind and welcoming> I don't think anything could be improved, it was a perfect experience. Thank you!

Everyone was extremely friendly.

Quick and efficient. Pain free and helpful.

Very well organised and vaccinators very friendly!

Very well organised to ensure visit ran smoothly.

Nice staff, quick service and clean facilities!

Football's coming home!

Very pleasant staff, short waiting times. Quick service.

Great staff!

Very quick and easy.

Everyone was very friendly, it was very quick, efficient and organised.

Professional and kind. Nothing to improve.

Extremely well organised; staff were professional and approachable.

Fast and efficient. Lovely volunteers.

Very organised and planned.

The staff were brilliant, made you feel at ease.

Friendly staff.

Very nice staff and efficient system.

Volunteers were very helpful and friendly. Nurse and assistant were also lovely and helped calm my nerves.

All great.

Staff really nice and supportive.

Very well spaced out, and put at ease by all the staff. Thank you all!

Clean and efficient. Friendly staff.

Everything was well explained and the whole process was quick and efficient.

Very quick, lady who gave the vaccine was really friendly and all volunteers were really helpful.

Great staff, super helpful and caring.

Very well organised and helpful staff. Easy route to follow with staff at every turn.

Very friendly staff, easy to navigate.

Friendly and informative staff, perfect experience.

Very organised and very helpful staff.

Good communication with how I was having a different vaccine to my first. Made me feel at ease. Many thanks.

Everyone was very helpful and polite.

Fast and easy.

Quick, smooth, understaffed.

No improvements, everyone was helpful and efficient.

Efficient.

Everyone was lovely and informative. I felt completely at ease. Thank you!

Everything was efficient and well managed.

Kind and helpful.

Everyone was efficient and friendly.

Everything was very easy and organised.

Excellent service. Quick and easy! Very friendly staff!

Really welcoming staff, put you at ease. Nothing to be improved.

The NHS team was very patient and understandable.

Ace staff.

All very kind. Doing great job.

Great organisation. Everything was very professional.

Quick and easy.

Very friendly staff.

Very friendly staff. Felt safe. Well signposted. Could improve booking numbers available, very quiet on Sunday but over 700 people booked for Monday.

No need for improvements. Everything was great.

It was fast. I don't think they could improve it.

Quick and easy.

Service was very quick and efficient. Side effects and concerns were explained and I was made to feel at ease.

Staff who did my vaccine were very friendly and made me feel safe.

Quick and easy. Painless.

Efficient. Staff friendly.

Easy and smooth.

Really quick, everything explained well and nurse made me feel at ease.

Quick and straightforward. Really organised. Plenty of staff.

Very well organised and easy!

Everything was super efficient and all of the staff/volunteers were friendly. It's a bit more difficult to take on everything and answer questions if you are hard of hearing though.

Very quick - staff/nurses all lovely and helpful.

Very quick and easy. Big thanks to all the staff!

Was in super fast, no wait time.

Very quick, very organised and friendly.

Very good.

Efficient and friendly.

Very quick, stress free and painless. Staff were lovely!

Quick and easy.

Quick and easy. Friendly people.

Well organised.

Everyone was friendly and quick to explain the important information about my vaccine.

Very efficient. Good social distancing measures, just very comfortable and safe.

Efficient and friendly staff.

Everything was very organised. I felt very safe. Quickly in and quickly out. Everyone is lovely and well informed.

Very polite and quick.

Well organised.

Quick and efficient. Lovely, friendly staff.

Everyone was so lovely and helpful - very impressed.

Very friendly staff.

The nurses were super. They should be paid more! #saveourNHS

Very kind and helpful.

Very patient. I have an underlying heart condition and I faint easily. Nurse was friendly and reassuring. Clear directions and professionalism from rest of staff.

Very quick, happy staff, all explained.

Everyone was so kind! Was rushed through as anxious patient to avoid the wait.

The entire process was very smooth. I have a fear of needles and everyone was so calm, comforting and understanding. Made it much easier for me.

Staff were friendly and helpful.

I thought it was very good and the nurses were very helpful and very nice.

Very quick and easy. Friendly/well informed staff. Easy as could be.

I thought the process was very well thought out, easy to navigate and the staff were very helpful and kind.

Plenty of people telling us where we need to go. Very quick and easy.

Friendly staff and very thorough. Very sanitised. I don't think anything needs improving.

Quick and efficient. Everyone friendly.

Everyone friendly and welcoming. Very well organised.

Very well organised with the different stages. Everyone is friendly and helpful.

I was very nervous, however, the staff were amazing talking to me and making sure I was alright. A massive thank you to Sam who was lovely with me.

Friendly staff, organised and quick. No faults.

I don't think there was much to be improved on! Very swift, in and out.

So well organised and all the staff were absolutely lovely, knowledgeable and reassuring.

Very quick and efficient, if a little confusing at first.

Fab nurse!

Really organised with clear direction. Reassuring and informative staff.

Fast and efficient.

Quick

Very well organised and calming, friendly staff.

Very good service.

Staff all super friendly and helpful.

Very good service and friendly staff.

The visit was quick, organised and friendly. I felt welcomed at each stage of visiting a member of staff.

Very nice staff.

Wonderful staff in recovery, especially Kieran.

Great nurse!

Nah, all good.

Helpful, professional and polite.

Was very organised, socially distanced well and everyone I spoke to was lovely.

Great experience, very nice staff. Not much to improve ... maybe by refreshments whilst waiting LOL

Nurses were very lovely.

Friendly staff. Informative. No complaints.

Very short waiting time and well organised.

Nice people.

Organised. Easy to follow the one way system. Staff were friendly and informative. Got no improvements.

Directions.

Efficient and quick. Very helpful as I was very nervous.

Very friendly staff. Put at ease.

Kind staff.

Very helpful and nice.

Service was quick and efficient. No trouble, no waiting, no problems. Everybody was polite and made the experience very pleasant.

Brilliant service.

Speedy, thorough service.

Quick and easy.

Very quick, polite and professional staff. Thanks.

I'm a very nervous patient and I couldn't fault the staff and nurses who handled me. They were so kind and patient.

All volunteers/NHS staff were very nice. Nothing to improve.

Very friendly staff. Very welcoming. Nothing to fault.

Speedy service with informative staff.

Very friendly and calming staff.

Staff very kind and reassuring.

Nothing could have been improved. The team were really effective and efficient as well as being extremely polite and friendly. Thank you for a really great experience.

The entire process was quick and everyone was friendly and happy to answer questions.

Karen and Linda were really kind when they gave me the jab. To be improved - I was asked my name and D.O.B. 3 times, so maybe this could be streamlined.

Staff super friendly and welcoming! Nothing to be improved, all well signed and organised.

All the staff were very friendly, polite and professional. Really lovely touch especially if people are nervous. Really brilliant. Thank you!

Very organised. Happy.

Lovely staff, made me feel really comfortable.

Very efficient.

Quick and easy. Good service.

Quick and effortless. Easy to follow instructions.

All good (apart from being stabbed in the arm). Nurse (Carol) was lovely and professional.

It was quick. Very polite. Nurse was friendly.

Very polite staff and talked me through everything.

People were nice and caring. Good at explaining everything. There isn't anything I would change.

Very well laid out and informative. Very accommodating and supportive.

The efficiency and the staff were very kind and quick to answer my questions.

The staff were all amazing! I was really nervous and staff throughout were all really supportive and took amazing care of me. Thank you everyone, especially for the chocolate.

Very helpful and very organised.

Friendly staff. Quick service.

All the staff were very welcoming.

All very calming and welcoming staff and quick and efficient service.

Polite, efficient, safe and reassuring.

Organised, professional and great, friendly staff.

Really well ran, walked in with both my boys and they entertained the boys whilst I had my vaccine. Thank you.

Very friendly staff, full information given. Quick and friendly service.

Very welcomed, told me all the info I needed.

Everyone was helpful and it was clearly marked out, so no confusion as to where to go.

The staff were all lovely and friendly.

Nicely spaced out, quite quick. Friendly volunteers and staff.

Very organised. Lots of people to help. Well laid out. Nothing to improve.

I hate needles but everyone at the centre made me feel comfortable and eased any worries that I had.

Very organised!

Very friendly staff/volunteers.

Everyone very polite and helpful - all very reassuring. No improvements necessary.

It was a fast process and the volunteers and nurses were helpful.

Friendly staff. Quick and effective procedure.

Everything was well done and organised.

You are all so lovely!

Very efficient and it was made clear where I needed to be at all times. Volunteers did a fantastic job!

Really quick and efficient. Felt very safe.

The staff were kind and answered any questions I had. It was very clear where to go etc.

Perfect!

Lovely nurses!

Everyone was welcoming and helpful. They showed you where to go and explained everything thoroughly.

Really friendly, helpful and polite.

Very friendly staff, explained the vaccine well. Very quick with getting seen to.

Friendly and reassuring staff (needle phobic). Very well organised.

Very organised. Lovely staff who are all doing an amazing job. Thank you.

Extremely polite, kind and helpful staff. Easy to navigate. Nothing to improve.

Both ladies who assisted in my vaccine were really helpful, chatty and calming. The entire team at City Hall are fab, from entrance to the waiting room.

Very efficient and friendly service.

The nurses helped explain the procedure and helped with any concerns. Everybody was so helpful and polite. Thank you.

Lots of lovely, helpful people.

Very understanding.

Staff were really friendly and patient.

Staff were friendly.

The system was quick and streamlined. Everyone involved was helpful and supportive throughout the entire experience.

All staff very friendly and helpful with nerves.

Everyone was so helpful and friendly. Felt really comfortable walking in.

The person who did my jab was very nice and helpful.

Everyone was very helpful and friendly. Thank you NHS!

Friendly staff. Quickly done.

Overall good service.

Everything felt really nice, looked after. Lovely staff. Very welcoming; overall nice experience.

I was nervous but the person administering the vaccine made me feel very calm and reassured me.

Nurses were very nice and calmed me. Thank you.

Very organised. Staff made me feel very comfortable. Covid rules all followed very properly and safely.

Friendly people. Constant communication. People listened.

I'm petrified of needles. I was looked after very well. Top service!

Alex and Poppy really helped and calmed me down. Great service.

Good service/friendly.

Everything was perfect.

Staff were helpful and efficient.

Perfect!

Very straightforward.

Person was very kind and friendly, talked way through.

All staff were nice and very informative.

Staff were so lovely, made me feel at ease. Wait time was good. Literally in and out.

Very helpful and friendly staff. Nothing could be improved.

There were clear explanations of what would occur after the vaccine to stop you from feeling unwell and was well organised.

Very good. Quick. Everyone made me feel at ease.

Friendly and helpful.

Very friendly and attentive staff. Safe and comfortable environment.

Quick and friendly.

I was really scared and was made to feel at ease. Everything was quick and efficient.

Very quick and friendly staff.

Very friendly volunteers.

Awesome team - speedy service - very helpful.

Excellent and nice set up. Very friendly as well.

Very friendly staff. Excellent advice and information.

The staff were very reassuring about my vaccine. I'm 10 weeks pregnant and was very nervous.

I received a warm welcome from all of the staff and volunteers. They're doing a fantastic job! Well organised and seemed happy to help.

Staff were helpful and polite.

Staff were all lovely and helpful.

Nothing could be improved, it was all excellent.

The men outside were very reassuring about the vaccine and really helped calm my nerves.

Very organised, lovely and helpful people. Keep up the good work.

Very calming nurse that had it done before I even had chance to think about it. Shout out to Leslie!

Very friendly and calming.

Very well organised. Very friendly nurse who explained everything so I could understand, as I am autistic.

Polite staff at every station.

Everything was easy to understand and staff were very friendly.

Nurses were very supportive and understanding. I was a bit nervous as I had an anxiety attack. Didn't hurt as much as anticipated.

Everyone was very welcoming and made me feel comfortable.

Friendly.

Very safe and organised.

Nurses were lovely and informative. Made the experience very comfortable.

The staff were excellent. Just what you want when going for a vaccine. Kind and patient.

The staff are helpful and helped me through it.

Very efficient.

Was very good organisation. I was vaccinated within 15 minutes. That time was very good for a vaccine, very fast. Thank you very much.

Very quick and easy. Everyone was lovely.

Very friendly staff.

Very helpful and well organised.

All of the staff were very friendly and helpful.

Everyone was so kind, patient and friendly. Couldn't have been a better experience. Thank you!

Everyone was very nice and very fast.

Fantastic staff/volunteers and processes. Thank you.

It was quick and easy.

The staff were extremely helpful and helped understand what the job is for.

Very resourceful. Quick and easy. All staff well informed and efficient.

Was all very well prepared, nice and clean. Everyone was socially distanced. Staff were all really cheerful and polite.

Brilliant, quick, easy and everybody was extremely friendly. Nothing to improve on.

Nothing needed improving, the service was wonderful.

The staff were very kind and explained everything perfectly as well as being shown where to go without feeling intimidated.

The staff were brilliant and very helpful. They explained every detail of the process and safety was paramount at all times. I don't have any recommendations for improvements.

All the staff were lovely and attentive. They made me feel at ease and relieved my nerves.

Very well organised! The two nurses were lovely! Thank you for all your hard work!

Easy process.

Done within 10 minutes.

Very organised and friendly staff.

It was hard to hear instructions given, but everyone was polite and friendly. There were helpers everywhere guiding you through the process, literally and metaphorically.

All staff friendly and comforting. Fast and efficient.

Great company, wouldn't change a thing.

Staff were very kind and helpful.

Friendly staff and efficient service.

The staff were very calming and helpful.

People were very friendly and made the process easy and clear.

It was very quick and very nice company.

Friendly staff, very polite.

Quick and easy, staff were all very helpful.

Can't think of anything apart from not being as fast? As much as I appreciate how quick the process was, maybe it was a little too speedy if I had any questions/concerns.

Amazing system. Thank you!

Staff were very helpful and caring.

Helped me to stay calm from panicking.

Very quick and efficient process.

Nice staff. Easy to understand.

Very good and quick service. Everyone really helpful.

Helpful when coming to get vaccine.

The members of staff were very helpful and they explained everything to me.

Nurse was lovely and very helpful.

Very helpful and really kind.

Very efficient and welcoming.

Very efficient, nothing could be improved.

Nothing to improve, staff very friendly and helpful.

Lovely staff.

Very helpful.

Very helpful.

Organised and friendly staff.

Great. Well organised.

Very helpful and informative.

Very friendly and helpful staff.

Very quick. Did not take long, the customer service was great. Very polite and very efficient.

Everyone has been amazing and a great laugh. Made my anxiety feel miles better. Thank you.

Very well organised and extremely helpful staff!

Nurse was extremely good at making me feel calm as I am very nervous when it comes to needles, left feeling relieved.

Staff were very friendly and professional.

Very organised and efficient.

Very quick, efficient, informative and professional. Staff were friendly and approachable.

The volunteers have been fantastic and very organised. However, I waited for over 30 minutes before I had the vaccine.

All staff were helpful and very friendly. No worries coming back for my second dose.

The service was good, very good communication. The vaccination went well, there were no problems at all. Very satisfied.

Very friendly volunteers. Made me feel very at ease. Quick and easy.

Very friendly staff and simple, clear queueing system. Only con was having to wait slightly too long outside but this could just be due to a surge in appointments. No complaints for staff.

The staff were really helpful and polite. All my questions were answered clearly. I was made to feel comfortable. I have left feeling very happy.

Helpful and friendly staff, well organised.

Lovely nurses and staff. Very quick and easy.

Super friendly ushers and nurses. Process ran smoothly. Smiles all round. Information explained clearly and all questions answered. There was no sense of 'we don't have time to explain!'. Felt at ease throughout.

Very friendly.

The helpful staff from start to finish.

Good systems, checks and procedures in place. Friendly manner.

Very efficient and super friendly.

Very efficient through system. Staff and volunteers all very friendly and clear in their guidance.

Highly organised, people friendly, quick and efficient. However, I was surprised the nurse didn't wipe my skin down before injecting me, nor afterwards.

All the volunteers are so friendly and go out of their way to assist. The nurses are also doing an amazing job!

Lovely nurses carried out injections. All very swift and lots of people very helpful.

Good service, smooth transitions, minimum waiting and engaging staff.

People pleasant and lovely place. Very happy with my vaccine. Thank you all very much.

Pleasant staff and very detailed explanation of possible side effects. Waiting staff made easy. Thanks.

Two of the nurses sang 'Happy Birthday' to me! What more could I ask for?

Absolutely fantastic - very well organised.

Absolutely excellent. Volunteers are dedicated, caring and friendly. Medical and booking staff friendly, positive and reassuring. Well done Hull! Well done NHS!

Friendly staff. Quick. Great experience.

Super organised, extremely helpful, compassionate staff

Both time I went for my jab it was extremely well organised. I was directed to exactly where I needed to go. Every person I spoke to was really friendly and helpful and I was in and out within 5-8 minutes. The ladies who did my jabs were kind and very informative.

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%

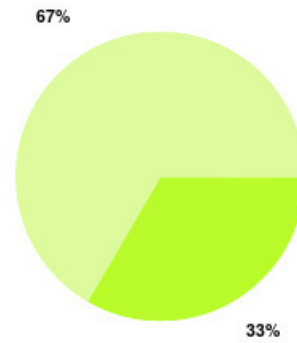
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

Volunteering (SH) Summary

Number of responses: 3

Experience	Amount	Percentage
Very good	1	33.333%
Good	2	66.667%
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	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 think it would be a good idea to explain to people while they are in the queue about what happens when they enter the class then when we are going to start exercising the instruter can the say about staying in there square and how too exit the class

it was good to exercise again but you need to get people to go to the back chair then work your way foward and you should staggar the chairs so people can see instructor at front off class and not the back off the person infront off them you could explain the rules while people are queing out side them when they are all seated the instructor can explain the rules about what will happen in class

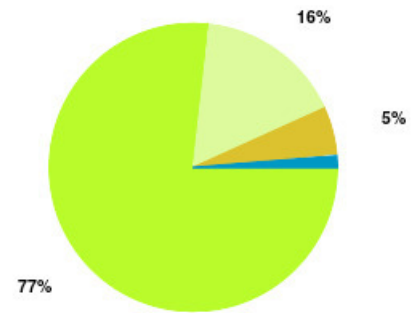
The team are so helpful and caring I would highly recommend to anyone having difficulties with anything like loneliness, depression. They are so supportive, warm. I spoke to Mel and Beth directly who made such an effort to be patient with my anxiety, stuttering etc and welcomed me to the support group. Thank you very much and all the best for your futures. Great team, great service.

Weightwise Summary

Number of responses: 73

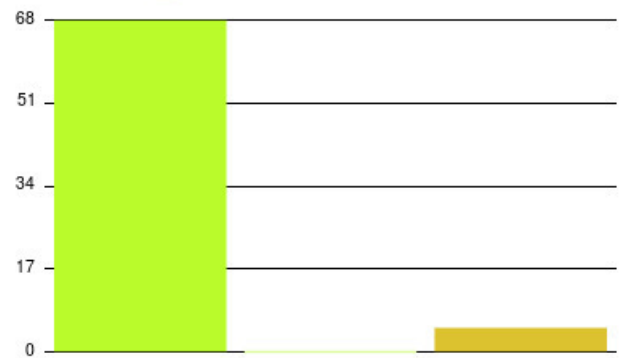
Experience	Amount	Percentage
Very good	56	76.712%
Good	12	16.438%
Neither good nor poor	4	5.479%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	1	1.370%

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



Experience	Amount	Percentage
Very good & Good	68	93.151%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	5	6.849%

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



Comments

Caring staff feeling listened to. More appointments closer together would have benefited me

Friendly helpful staff

Friendly helpful staff

Very informative, supportive and helpful. Very knowledgeable and kind. No improvement required.

The support I've had from the team is second to none

Felt at ease and supported.

Being able to talk on video face to Face. Having support and suggestions from the person I was talking to . Feeling good about myself

Very knowledgeable, approachable and skilled professionals. I found them all very easy to communicate with and feel very confident in going forward and losing the weight.

I couldn't get the video link to work, so rang the help desk and they got Amy to ring me, so I didn't miss my appointment.

Very good on the video link chat, worked straight away

All appointments on time

It's was very good very positive with little tips for improvement with my eating habits and making sure I eat regular breakfast, I don't think there is anything to improve on the appointment went very well.

With the last phone call appointment I had with the wellbeing practitioner i did unfortnatly find it to be the most hardest appointments I have had so far as it was all focused on mental health etc and not really based on why I am on this programme to support me on losing weight And going over past experiences that happened years ago I had I found it to be quite upsetting and intrusive and found it really hard to discuss and seemed to make me more upset and stressed and didnt see any relevance to my weight gain and why I am on this programme to get that support in order to loose weight I just felt it was more of a counselling session which I found to be tough then support for me losing this weight .

The clinician who I spoke to was really lovely and understanding

Good clear advice and Empathy throughout conversation.

The support and understanding from dawn and alex is amazing there willing to listen and help me when im most feeling pants and given me a clear understanding of what i should be doing and how i can change things dan the counsellor is fabulous and im really benefiting from his sessions and getting alot from them

Helps me with everything I need to know all the different types of exercise to do and what could help me and given all the information I need to help myself

I haven't been able to have face to face so it must be hard for the practitioner but Lisa is really good and puts up with my babbling.

After talking to Lisa and explaining the things that was making me feel the way I am . We came up with a plan , which would hopefully help me with my mood and sleep. I

The whole of the weight wise team have been amazing. The only thing I can think that could be improved is for there to be a clinic in the west hull area.

Alex is very helpful he gives good advice and tips. He listens to me and discusses everything rather than just giving out orders.

Everything was good, the support and knowledge and the understanding of the staff

Very happy at my visit. I feel as though I'm going where I need to be. I am along way off but stepping in the right way. Saraanne always offers excellent advice and gives me added new direction to try out . Which I'm always pleased with if it helps me reach a goal to better my health.

Listens well and not judgemental. Sympathetic to my problems.

Face to face would have been better but totally understand the reason why.

Visit was very good. Can't think of Any thing that needs changing.

Overall experience is very good4

They are at the end of the phone if you need help or info.

Service is already good under the circumstances. Difficult to improve

Very knowledgeable and supportive. Excellent service.

My telephone appointment went great - very friendly and helpful. Did a questionnaire over the phone and answered questions in order for the correct help. Waiting on a referral to evolve for an assessment there first. Would've liked to have been told when exactly evolve will ring - but not too important, I'm just happy that I'm going to be receiving help and support. Thank you.

A lovely initial chat and very quick follow up appointments :)

It was an over the phone appointment and Lucy the dietician was very friendly easy to talk to was very helpful and has since passed myself on for further assessments and support in me losing weight and cant wait to find out what is gonna be offered and finding out what help is available.

Nothing was wrong or right. The clinician asked questions, and I answered them; it was a little rushed because of the time constraint, so ergo not as supportive as I feel this service should be.

Very informative and most helpful with advice.

I'm always listened to and never judged or made to feel uncomfortable with what I say, I'm not very good at expressing myself. Can't think of anything that would improve service.

Friendly and helpful and plenty of advice and encouragement, made it seem worthwhile to get to the goal I have set myself,improvement I cant really think of anything at the moment,quite happy the way things are going many thanks to the team John

Relaxed discussion. Positive outcome With a few options of treatments.

Friendly and helpful

Very supportive and helpful with all the advice I have been given

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: 0

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

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

Wound Clinic (Macmillan Wolds - Bridlington) Summary

Number of responses: 0

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

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

Wound Clinic (Withernsea) Summary

Number of responses: 0

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

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