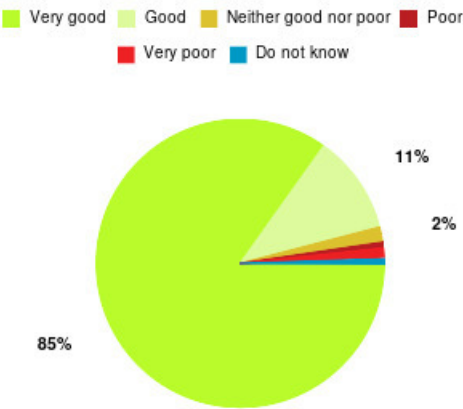


# Monthly Report March 2022

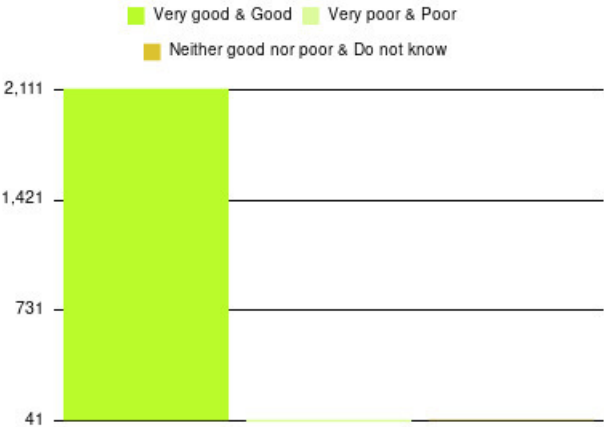
## Overall CHCP CIC Summary

Number of responses: 2218

Experience	Amount	Percentage
Very good	1880	84.761%
Good	246	11.091%
Neither good nor poor	38	1.713%
Poor	14	0.631%
Very poor	27	1.217%
Do not know	13	0.586%



Experience	Amount	Percentage
Very good & Good	2126	95.852%
Very poor & Poor	41	1.849%
Neither good nor poor & Do not know	51	2.299%



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%

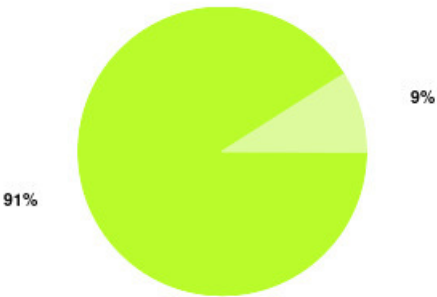
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Anticoagulation Summary

Number of responses: 22

Experience	Amount	Percentage
Very good	20	90.909%
Good	2	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	22	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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



Comments

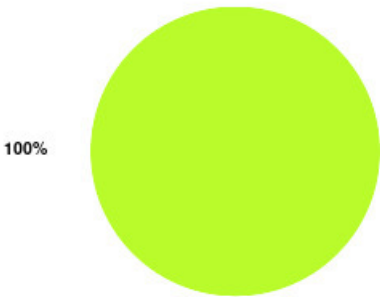
Over many a time with this NHS service all nurses have confidently cared and supported my needs. Outstanding on a unsurpassably high level every time.
Tracy Cundill - Everything has been explained in plain English and easy to understand. Lovely nurse and was put at ease.
Sara Thompson - Well, every time I come her the girls on the front desk are always very nice and always pleasant and very helpful. 10 out of 10.
Sara Thompson - Very good, always pleasant and happy to help. I came here for my INR and it's always a pleasure to come here.
10/10 Really put me at ease and gave a clear idea of the treatment I was going to get.
Efficient, friendly service. Couldn't get better.
Well organised, clean, great staff - friendly and professional as always.
Weather is bloody cold - wish I didn't have to come at all. Nice people though!
Sara Thompson - Nice staff. Good to be back at Westbourne. Very efficient. Thank you.
I changed my appointment within 10 mins of attending and was given a new appointment without any issues.
Sara Thompson - Always pleasant. Nothing I can think of!
Been coming here for years. Excellent service every time.
Lovely, friendly people. Everyone was helpful and smiling.
Friendly and quick. Sky Sports in waiting room would be a plus lol.
Sara Thompson - No problems encountered today, sometimes kept waiting when no-one else is here.
Service is always of a high standard.
Friendly staff. Clean premises. Good timekeeping for appointments.
Sara Thompson - All good for me.
Friendly staff, nurse very good.
Bransholme - Tracy Cundill - Tracy was very knowledgeable, kind and reassuring. Everything was explained well, leaving no room for misunderstanding.
My appointment was at 9.10 and seen at that time. The nurse was very informative, friendly and approachable. All my questions were answered thoroughly. The clinic was spotlessly clean, I felt very safe. I was given an Anticoagulant Alert Card which I had never been given before. Was very impressed with the service I received. Thank you.

Bee At Home Care Service Summary

Number of responses: 2

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

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



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

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



Comments

Care given very caring and professional, always in a friendly manner. My requests were always carried out during my allocated time.

Staff all efficient and kind. Visits on time.

Beverley UTC Summary

Number of responses: 0

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

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

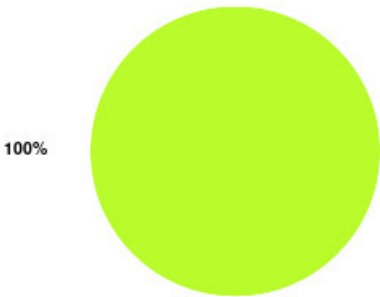
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Bladder and Bowel (East Riding) Summary

Number of responses: 10

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

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



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

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





## Comments

What did you feel was good about your experience?/How did you find the bladder & bowel service staff? It's good to see Penny face to face. She knew exactly what was happening, and gave me good advice. I received the telephone appointment quite promptly. It's good that she has a clinic in Bridlington. It's nice that you're seeing the same person each time. She's inspired a lot of confidence in me. She's very professional. Is there anything you feel that the service could improve on? Patient feels that our service should update her Consultant with the outcome/results of our appointments, Patient shouldn't feel she should inform the Consultant herself. Patient doesn't understand why her Consultant is not informed of our outcomes/results. Patient said 'My Consultant doesn't get anything back from the service'.

How was your experience with B&B? The service picked up that I had an infection which was why my bladder wasn't emptying, I then got a catheter put in. How did you find the bladder & bowel service staff? All very nice. Is there anything you feel that the service could improve on? No.

nothing to be improve Very helpful, Sarah was very polite and my dad got the information he needed to help with his incontinence issues which are much improved now

Thankyou so much for all your help. The pads have been a god send. I feel much more confident and it has made me feel I can start socializing again. without the worry of having an accident

Patient visited Rebecca Mosley in the Beverley clinic on 8/3/22. 'Service very good, easy to talk to Rebecca'.

Rebecca has been a great help and taught me a lot about managing my symptoms.

Emma was very helpful over the telephone. Has given me lots of advice. She was very friendly. Thank you

No improvement, very thankful for the help after moving to the area.

Very good service and advice given from Emma. Thank you for everything you have done.

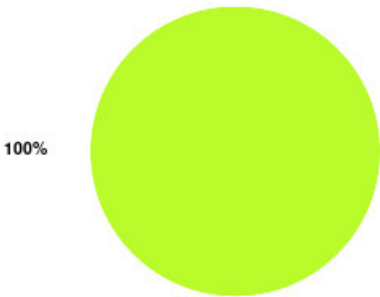
nothing can be improved Sarah really helped me just the friendliness and helpfulness, managed to get my bladder calmed down was urinating 10 times a day, now urinating 5 times a day, my quality of life is much better, thank you

Bladder and Bowel (Hull) Summary

Number of responses: 4

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

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



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

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



Comments

Really pleased with my dads progress, with the advice given my dad is managing to get to the toilet in time, bowels are much improved, really happy. My dad is a lot more comfortable and my mum isnt washing all the time, thank you Sarah. No issues to improve
How was your experience with B&B/How did you find the bladder & bowel service staff – Stewart gives good advice. He talked me through some exercises, he was helpful. Stewart was very persistent in getting hold of me. Is there anything you feel that the service could improve on - Absolutely not.
How did you find the bladder & bowel service staff? Sarah's very good. Is there anything you feel that the service could improve on: No, I'm satisfied.
I would like to thank Kim and Krista for all there help and support. I am so grateful for your service and would highly recommend.

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Bridlington UTC Summary

Number of responses: 0

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

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

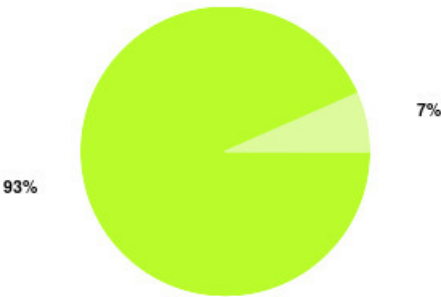
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Cardiac Rehab (East Riding) Summary

Number of responses: 15

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

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



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

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



Comments

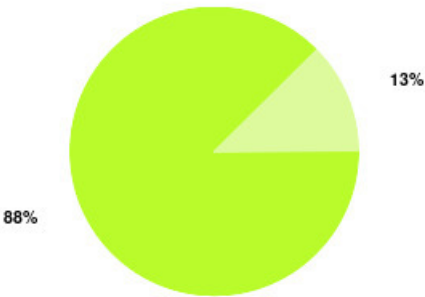
Rachael - Really helpful! Only improvement would be a face to face meeting. Thanks.
Physiotherapy: Good advice and always on time with phone calls.
Excellent service. They went above and beyond to support and measure me at my most frightening time. Ross Greenstreet is credit to your team and proved to be a life line to me. Keep up your valuable service to continue helping others like you did for me.
Beverley HC - Grace was very thorough and had a very professional approach to my review. Grace answered all my questions and certainly knows her stuff! In addition she picked up that there was a potential error with my post-op medication, this has now been resolved. I'm therefore very happy that I attended this review. Thank you Grace.
Beverley - To be put in the picture re - medication/health issues in fact the way ahead. Very courteous and friendly. Thank you.
Physiotherapy
Rachael - Thank you for our talk, I found your input both very friendly and informative especially regarding the medicines and what they were used for. Thank you again.
Physio - I don't think it could be made better.
Telephone assessment - Sam - My telephone conversation was thorough and informative. I will certainly take what I was told and put it into practice.
Lesley
Cardiac Rehab nurse clinic - Lesley and Sam
Physiotherapy - Excellent service, really good with weekly call. Has built my confidence and fitness tenfold and helped lower my bpm greatly, especially resting which started at 89 and on completion was at 75.
Lesley & Sam - Very good experience, and positive advice and steps towards recovery ... thank you.
Physiotherapy - Excellent. The physio always phoned on time, was friendly and answered all my questions. Encouraged me to do more and I can now do a lot more woohoo!
Physiotherapy - Very good all round. Thank you.

Cardiac Rehab (Hull) Summary

Number of responses: 16

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

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



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

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



Comments

It was a phone appointment and the nurse who conducted this appointment was very helpful and professional
Orchard Park clinic - Excellent. Very informative and helpful with explanations. Nothing too much trouble.
Physiotherapy - Excellent. no improvement needed.
Very helpful staff who listened to you.
All the questions I desperately needed answering were answered . This put my mind at rest a lot .I saw Emma Smith and she was so understanding and informative that i left feeling much better and much more confident . A very kind lady who is amazing . Thankyou I
I was very well lucked after. I don't think any think could be improved. Overall I was very happy with the hole thing thank you
Very friendly and informative
Diadem clinic - Nurses Kerry & Lesley. Thanks. Very helpful.
Cardiac rehab Nurse - Lesley - I am very happy with my NHS & Lesley.
Orchard Centre - Rachel was amazing. Still in shock, but she made me feel that in time everything will go back to0 normal after my heart attack. Amazing service, nothing needs improving.
Very helpful informative thanks
Appointment was on schedule,nurse very informative and professional.

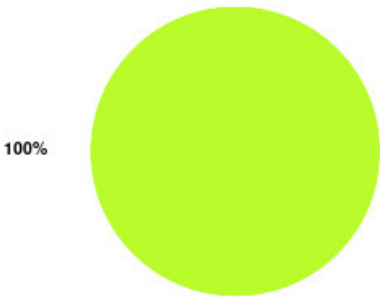


Care Co-ordination Hub (247111) Summary

Number of responses: 1

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

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



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

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



Comments

Very polite and understanding, nothing to improve on.

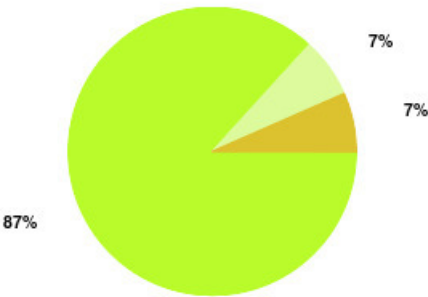
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Carers' Information and Support Service Summary

Number of responses: 15

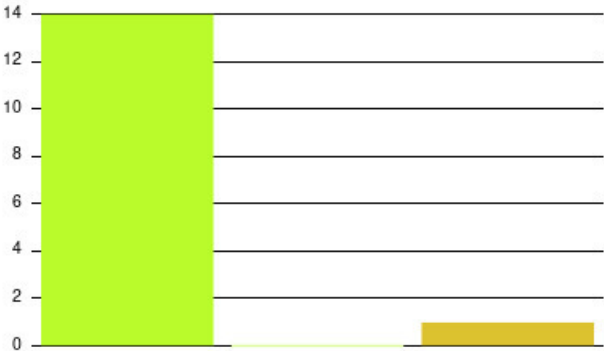
Experience	Amount	Percentage
Very good	13	86.667%
Good	1	6.667%
Neither good nor poor	1	6.667%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



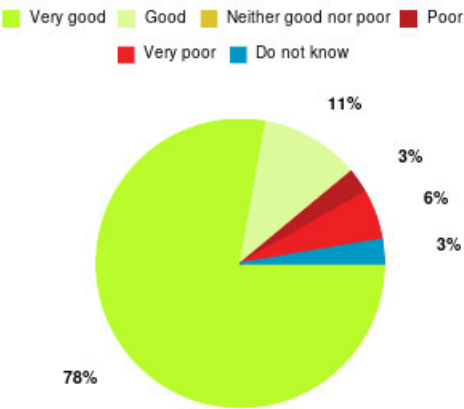
Comments

The ladies that I dealt with were informative and helpful plus also under the circumstances they accomadated my request and advised me on the procedures that were following
Lindsey was very cheerful and made me feel at ease, I didn't know where to turn to and now i have more confidence in my caring role and she has helped me to see who i am! thank you so much for all your support. A* service.
I struggled to understand how you helped me.
People I have spoken to (D. Roe) have been very helpful and informative about the carers card etc. information and forms sent via e-mail (Trish) have arrived in a very timely manner. Both available for any advice or queries, which is very good.
Friendly, helpful and empathic. Operative fully understood my needs and was full of knowledge and of my requirements for visual learning and provided me with online information, as well as ongoing support
Everyone I dealt with at the CISS service was extremely helpful, and kept me informed throughout. They made the process very smooth and were very understanding of the pressures on carers.
Excellent service and dave the adviser was very helpful and Trisha thanks for help and support
The information and help from the initial start of the process has been fantastic, we have been told about service and help available to use and have very good interaction with our support worker.
I was in a very stressful situation with caring for my mum, Aunt, working and looking after my family. You were so kind, helpful and supportive towards me. Offering advice or just to listen to my problems. As a team you contacted me to see if I was ok. I can't thank you enough for all of your help and advice it really is appreciated, you provide an excellent service for people like me who need support when caring for relatives. I would recommend your service to others. Thanks again
I've spoken to the lady who answers the phone very nice lady to deal with
Informative and helpful looking forward to reading the leaflets
Always polite and caring,sorted everything out
The support from Michelle was always very friendly, honest and open. She has offered excellent help and support throughout our calls.

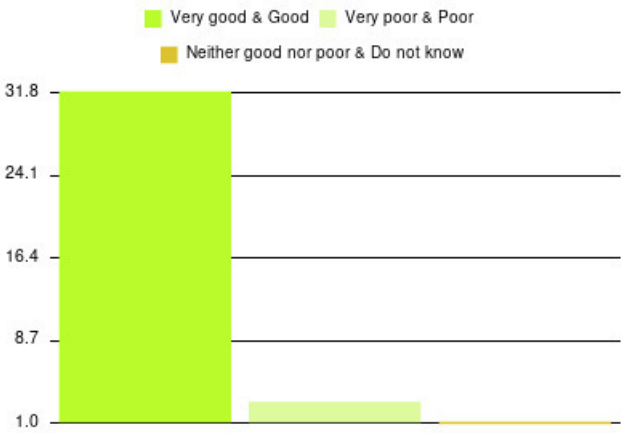
CHPL - Bransholme Summary

Number of responses: 36

Experience	Amount	Percentage
Very good	28	77.778%
Good	4	11.111%
Neither good nor poor	0	0.000%
Poor	1	2.778%
Very poor	2	5.556%
Do not know	1	2.778%



Experience	Amount	Percentage
Very good & Good	32	88.889%
Very poor & Poor	3	8.333%
Neither good nor poor & Do not know	1	2.778%

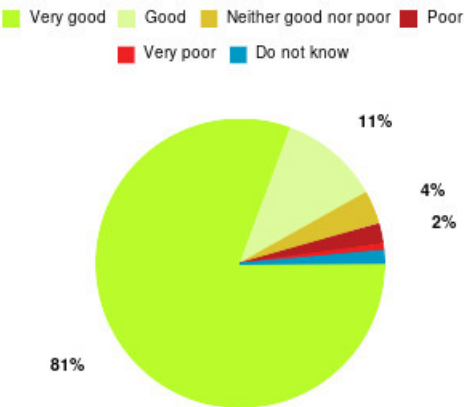




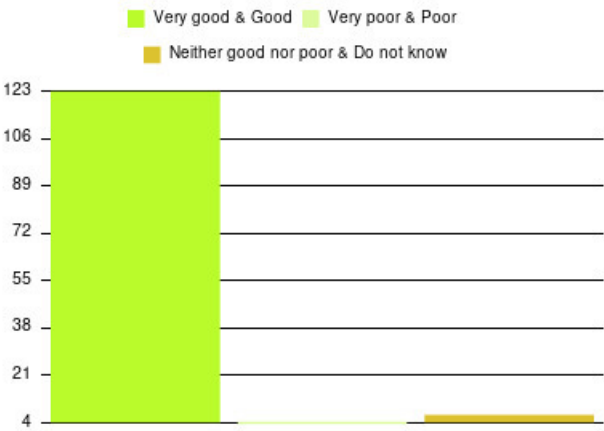
CHPL - Southcoates/Marfleet Summary

Number of responses: 134

Experience	Amount	Percentage
Very good	108	80.597%
Good	15	11.194%
Neither good nor poor	5	3.731%
Poor	3	2.239%
Very poor	1	0.746%
Do not know	2	1.493%



Experience	Amount	Percentage
Very good & Good	123	91.791%
Very poor & Poor	4	2.985%
Neither good nor poor & Do not know	7	5.224%



Comments

Very friendly, felt comfortable
Very helpful nurse.

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Community Activity programme (SH) Summary

Number of responses: 0

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

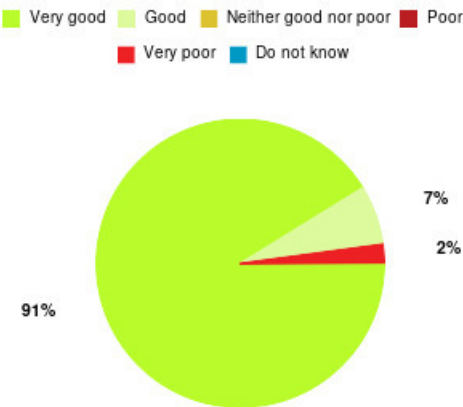
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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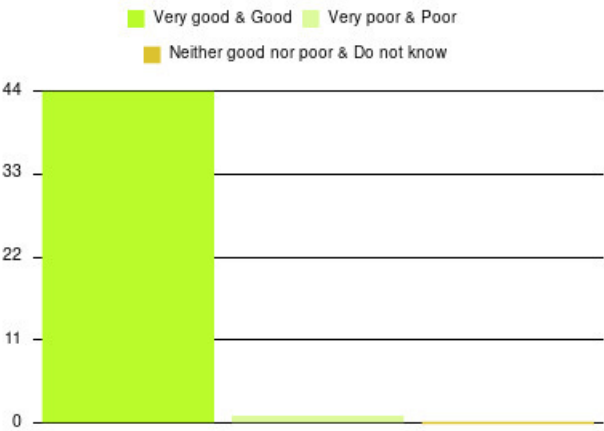
Community Children's Nursing Services Summary

Number of responses: 45

Experience	Amount	Percentage
Very good	41	91.111%
Good	3	6.667%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	1	2.222%
Do not know	0	0.000%



Experience	Amount	Percentage
Very good & Good	44	97.778%
Very poor & Poor	1	2.222%
Neither good nor poor & Do not know	0	0.000%



## Comments

The staff were lovely and friendly with my child

It was quick on time and not to painful

Lady's was lovely and made sure my daughter was ok and made her feel relaxed

Nurses were very friendly and care giving. Talked to Harry kept him at ease. Very quick and professional.

Appointment ran to time. Staff were friendly, welcoming and reassuring.

Nurses were lovely and friendly. Not sure there is anything to be improved.

Absolutely lovely ladies, quick and as pain free for my little girls as drawing bloods can be Loved the brave certificates they got afterwards

The nurses were very friendly and quickly put my anxious daughter at ease. This made the entire experience positive and not stressful for her. Lovely staff doing an amazing job.

The nurse's who dealt with Dylan and me and was among they was so kind and welcoming and made the process as easy as possible. Because Dylan was very nervous.

The nursing staff that saw my little boy was amazing. They was so patient with him and helped out when he had his melt downs. One of them was called claire and she was like an angel.

All good.

Brody said he felt very safe and comfortable. It was quick and even though it stung it wasn't too bad.

You treated me well or served

The nurses was absolutely amazing with my 4 year old daughter I was 100% sure she wouldn't get her bloods taken but they absolutely settled her reassured her and got her bloods what beautiful loving nurses they were thank you so much

Everything was amazing,ladies that took my daughters blood test were very caring and kind.

My 5 year old son is now scared to have blood tests done I wouldn't go back to the kingswood one at all only women and children as they seem to care more about the child

My daughter was going for a blood test and she as additional needs they was so helpful and brilliant Thankyou

Staff friendly and calming. Made me feel relaxed

The nurses were lovely. Put me at my ease completely. I have had the same nurse three times and she makes me feel much calmer

The nurses were very good with my daughter and kindly.

Very helpful and kind

They made me feel really relaxed as I am not a fan of needles

The nurses were very friendly and reassuring. Iris was at ease the full time we was there

"Can I come again to give you something special please that I've made? I really enjoyed my visit and if I do ever come back, should I bring my tablet because I know you really liked that Shark game? I want to visit you at the hospital if you are even at the hospital. The only thing you could improve would be to play a game with me while you did my blood test, like 'I spy'. Or asked me some questions about how old I am and what my favourite things are and what are my friends names and how old they are."

The nurses that saw my son today for his blood test were lovely and made a scary visit much easier for both of us.

The nurses we saw appeared really caring and talked to both Daisy and her brother.

I am writing this regarding the incontinence service. I honestly don't know what we would have done without them! Service has always been friendly , super helpful and professional . They have always took the time to listen to my son's needs and always offered the absolute perfect product. We never felt like we couldn't seek advice or help with this service. We are so grateful as a family for all they have done . Cannot fault them or their service. A million thankyou's , forever grateful !!

Alison gave us really fab ideas on how we can help our 5 year old sleep better. She met all the family at different points and engaged with us all. I found the visit great because the ideas were things that I hadn't thought of.

I called the doctor, they said they didn't keep Nikola's test results and they won't sign her up for the tests .. can you send Nikola's test results to the doctor so that he can speed up the re-tests?

Nothing

The nurses were really lovely. They made my son and myself feel at ease. It was the 1st time my son had had bloods taken and he was relaxed and didn't get upset at all. Thank you !

We was in on time, both nurses were lovely talking to the child keeping her distracted I wouldn't say anything needed to be improved it was a good visit

The nurses were lovely and reassuring to my very nervous son. We couldn't have hoped for nicer ladies after my son had a bad experience in hospital which led to his severe anxiety around blood tests.

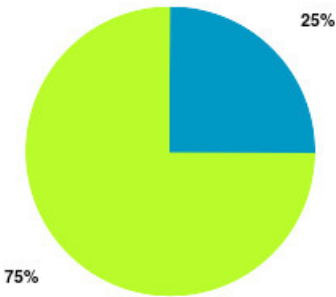
The nurses were very good with Lily and very patient and understanding

Community Food Team (SH) Summary

Number of responses: 4

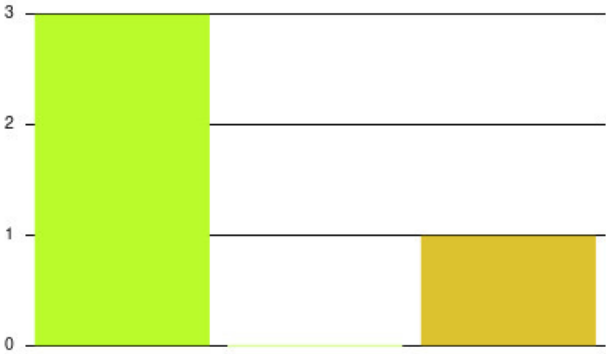
Experience	Amount	Percentage
Very good	3	75.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	1	25.000%

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



Experience	Amount	Percentage
Very good & Good	3	75.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	25.000%

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



Comments

Sarah listened and discussed what meals we were going to make. All meals have been super enjoyable and easy to make, but my favorite so far was chicken curry. I've also been able to try new things for example salmon. I enjoyed this.
I enjoyed all the recipes and all the staff were very kind and helpful.
Very informative sessions
I really enjoyed it, all went by too quickly.

---

Community Heart Failure Nursing Service ER Summary

Number of responses: 0

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

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

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Community Heart Failure Nursing Service Hull Summary

Number of responses: 0

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

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

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Community 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%

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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 Nursing Cottingham Summary

Number of responses: 0

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

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

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Community Nursing East (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 Haltemprice Summary

Number of responses: 0

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

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

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Community Nursing Hedon Summary

Number of responses: 0

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

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

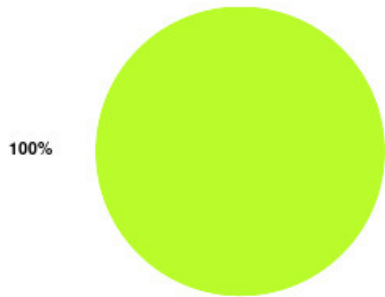
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Community Nursing Holderness Summary

Number of responses: 2

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

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



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

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



Comments

Holderness Community Physiotherapy Team - Susan Skelton, Associate Practitioner Susan gave me some good advice and exercises. I feel I'm on the road to recovery. Thank you.
The care and attention of the district nurses was excellent, however if appointment has been changed please notify the patient!

---

Community Nursing Hornsea Summary

Number of responses: 0

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

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

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Community Nursing Market Weighton Summary

Number of responses: 0

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

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

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Community Nursing North (Hull) Summary

Number of responses: 0

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

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

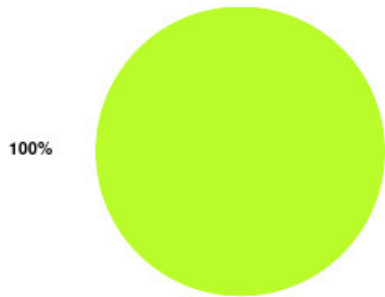
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Community Nursing West (Hull) Summary

Number of responses: 1

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

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



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

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



Comments

Community Nursing - Complex Case Manager – Angela Griffin – Angie has recently taken on the care of my son who has complex medical needs at the moment. In a word she has been a superstar! So efficient, so caring and a complete understanding oh not just his needs, but the needs of the wider family too! Thank you, Angie, from the bottom of my heart.

# Community Nursing Withernsea Summary

Number of responses: 0

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

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

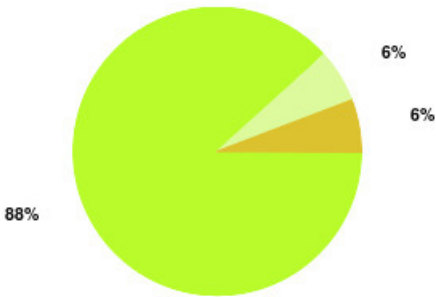
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Community Rehab - Physiotherapy & Occupational Therapy (ER) Summary

Number of responses: 17

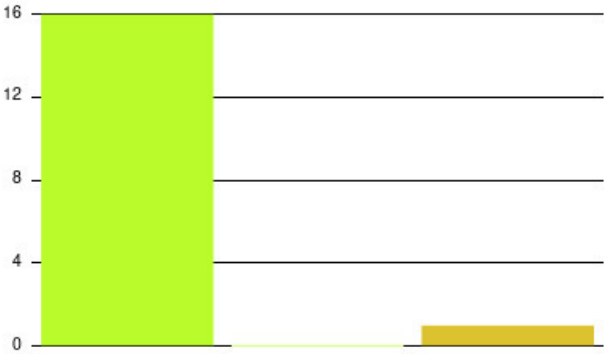
Experience	Amount	Percentage
Very good	15	88.235%
Good	1	5.882%
Neither good nor poor	1	5.882%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	16	94.118%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	5.882%

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



## Comments

The service I received was second to none. Both Hannah and Sarah were very helpful and easy to talk to. Thank you all for your assistance.

Goole & Haltemprice - Everyone we saw or spoke to have been very helpful and friendly.

Bridlington - Thorough, helpful care. Do not think anything could be improved.

I have encountered a number of physios during my illness but this lady was by far the best and most constructive and helpful.

Ousefleet - While I'm sure the physio carries out his duties professionally, it would be much more informative and easy to move forward if information of who and how to contact and the correct services were provided. Then access to the right help would be provided more quickly.

Brid/Driff - I had to wait a while, however Craig was excellent and listened and observed my tremors. As I am very active anyway it appears I am doing all the right things and exercising well. I am discharged and unless SOS and oh a waiting list for exercises at York branch of Parkinson's Society. Overall well cared for.

Very good. Good and positive contact and home visits by all your team members. Good liaison between physios and Occupational Therapy team. Thank you.

Holderness - Susan Skelton - Nothing to improve, she was kind and friendly.

South Cave - Sarah has been most helpful - giving me exercises to improve my balance, providing a stool for the shower and arranging a 'grab rail' to be fitted.

Brid & Driff - Excellent to receive a home visit; was most unexpected, but to receive a home visit where the treatment was clear, professional, helpful and on time. I have no other choice but to mark all aspects as very good. As for improvements, the other departments should take note.

Holderness - Susan Skelton - On time, very polite and informative on how to use my walker trolley which Susan delivered.

Goole/Halt - Very caring and understanding. Always made sure I was 100% okay and comfortable. I was offered many options of equipment that could help my day to day life. Sarah, especially always made sure I was okay in myself during her visits. Nothing was ever too much.

Goole/Halt - Nothing on my part. Sarah has been so supportive and has helped me with ym disability which has been really upsetting. Thank you.

Brid/Driff - All my care was excellent both of my physios could not have done more. They listened to me at all times.

Goole HC - Excellent service. Junaid (physio) has been extremely supportive and is very knowledge. Unreservedly recommend.

Goole - My community therapy nurse, Sarah Douthwaite was a breath of fresh air. What a lovely person, she actually sat and listened to me and was able to help with my needs. Because of Sarah I have now gained so much of my lost confidence back. I just cannot think of anything that could be improved for me.

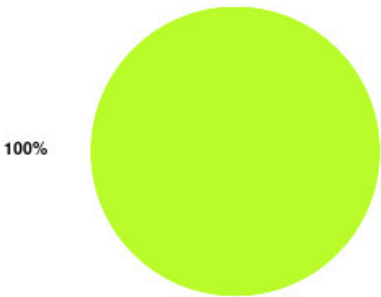
Holderness - Susan Skelton - Given exercises, unfortunately my ailments are probably beyond too much help, but hopefully will help to delay further immobility. Had a missed appointment, would have liked a call to let me know rather than me waiting until I phoned Withernsea; I'm sure it couldn't be helped.

Community Rehab - Physiotherapy & Occupational Therapy (Hull) Summary

Number of responses: 4

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

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



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

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





Comments

Extremely grateful for the home visits.

Krissy - Very helpful, professional and pleasant. My mother appreciated the visit and enjoyed the company.

My rehab nurse was patient, professional and informative. She was extremely patient centred.

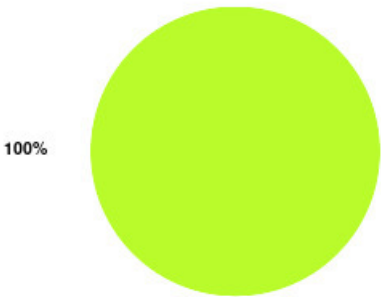
My physio Diane has helped me make great progress with my recovery. Thank you.

Community Ward (ERCH) 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

Just wanted to say a big thank you for all the staff who looked after my dad here. A special thank you to Emma Jones for all her hard work in helping my dads to come home. Also to all the nursing staff who have looked after him with such care and compassion. Thanks.
Excellent staff and service, nothing too much for all the staff. Rooms very good and clean.
I really enjoyed my visit, and all the nurses were brilliant. Very caring all of them.

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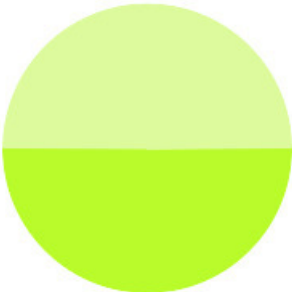
Customer Services Summary

Number of responses: 2

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

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

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



50%

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



Comments

Westbourne - Good receptionist.
Always cheerful and helpful at Orchard Park. Been behind that desk every day of the Covid pandemic without complaint and kept us safe - Well done girls!

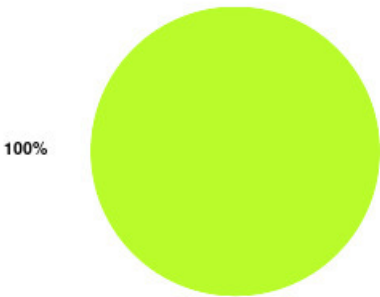
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Deep Vein Thrombosis Summary

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

Very kind, answered all questions. Tips for the future if similar thing happened.
Adam - The visit was 100%. Identified my problem when others had struggled for 18 months. Could not ask for anything better.
Very friendly, and proficient, explaining everything they were doing and putting me at ease
Lisa - Everything was very good and professional - all questions were answered. Thank you all.

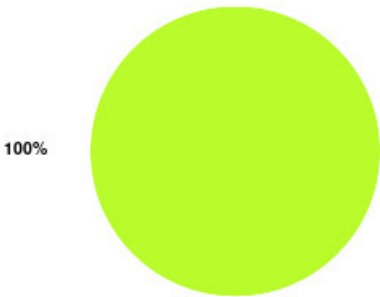
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Dental - Beverley PDS Summary

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%

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





Comments

the new lady dentist is just lovely
such caring staff, kate even delivered my prescription to me, thank you it was a big help
Best dentist in beverley
would highly recommend this dentist
dentist is very good and explained so i could understand
staff are so friendly it makes visits so much easier
great thanks
would love to see more dentists here
much improvement on the last dentist
no waiting time and best check up ive had in years
Lovely friendly helpful service.
thank you for fitting in my little boy in pain at a moments notice

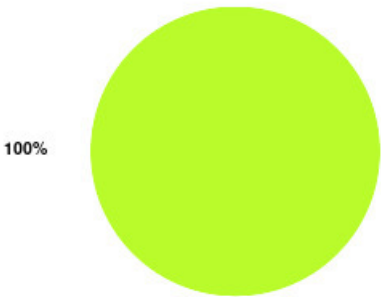
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Dental - Bridlington CDS Summary

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

Staff were friendly, informative and made me feel at ease.
Everything excellent as always!
Excellent service!! Very professional and caring. keep you well informed during the procedure and gave reassurance.
Friendly professional staff, put me at ease before having any treatment. Thank you.

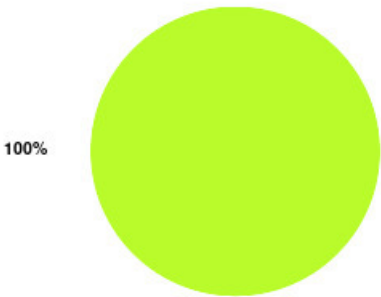
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Dental - Driffield PDS Summary

Number of responses: 11

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

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



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

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



Comments

Joana & Hayley, extremely good.
I had an emergency repair of a broken tooth which had a very sharp bit exposed and was causing me to catch it on my cheek making my mouth very sore. Excellent service, seen quickly and efficiently.
I was seen very promptly and the dental ladies were very caring and polite. The dentist Alana was very sensitive and caring, giving me an X-ray, full check up and then extraction and after care advice.
Joana & Hayley
Joana & Hayley - Everything was very smooth and Joana was very reassuring.
Joana & Hayley - Excellent. Thank you.
Joana & Hayley - Always sympathetic to needs of the patient, take care of feelings and do a great job.
Physiotherapy - Very good work out program and staff.
Joana & Hayley - Very efficient service. Unfortunately had to wait 18/12 to be seen on the NHS thank you. Both dentist and nurse are really good. Would recommend them to anyone. Very friendly practice. Appointments on time, no waiting. Not rushed either.
Joana & Hayley - Courteous, kind and helpful.
Great team and very efficient

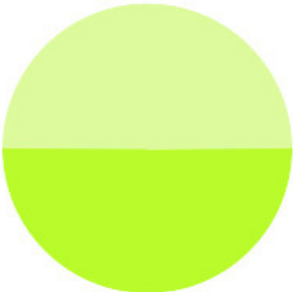
Dental - Goole CDS Summary

Number of responses: 2

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

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

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



50%

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



Comments

Very good, polite  
people.

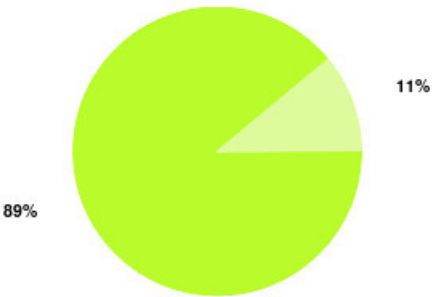
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Dental - Goole PDS Summary

Number of responses: 9

Experience	Amount	Percentage
Very good	8	88.889%
Good	1	11.111%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do 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

Very friendly and helpful.
Great service, went above and beyond to see my toddler when she had a tooth infection. Staff are always polite, friendly and helpful.
Excellent, quick and professional. Thank you!
Always happy with the service, very professional. Always put my children at ease.
Explained well
Excellent - can change nothing, staff, venue, all good.

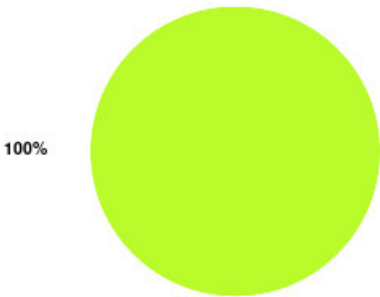
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Dental - Highlands CDS Summary

Number of responses: 14

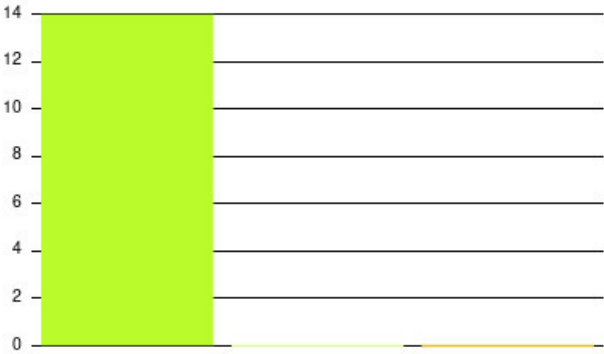
Experience	Amount	Percentage
Very good	14	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

Very friendly made my daughter and myself feel comfortable - everything was explained very well.
The dentist made me happy, safe and enjoyed it, made me look after my teeth better - Benjamin age 7
Helpful and friendly staff great service.
the staff were lovely and explained everything to pt and parent and answered any question parent had.
Very polite and pleasant staff, would recommend dentist.
very good with explanations.
fantastic staff - really well explained communicated very friendly.
very well looked after and very well informed- thank-you.
very good visit, my daughter loves coming to to see the dentist.
nice friendly staff.
very good lovely people respectful and explained everything clearly.
i thought they were professional, and the pt really liked it.
very friendly, informative staff.
Dentist was understanding with my son.

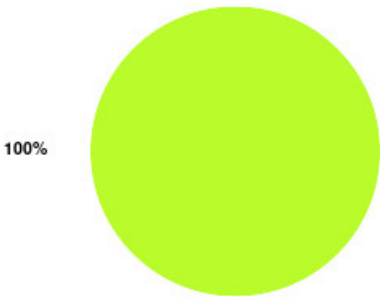
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Dental - Jameson Street PDS Summary

Number of responses: 30

Experience	Amount	Percentage
Very good	30	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	30	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

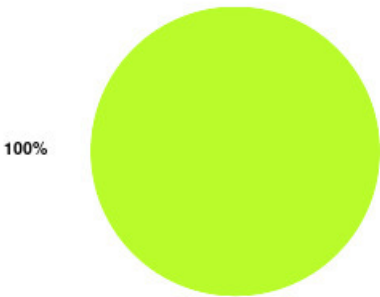
nothing was very good with my daughter
nothing in my case absolutely brilliant Pramod is a amazing
all good everything fine
excellent dentist staff approachable
Pramod and Nat oh well what I want to say is that he is rubbish just so I get to have him as my dentist (haha) he's brilliant so polite and jolly very excellent at his job (please don't ever let him go he's too good thank you jane Williams
Abbas is wonderful and many thanks for giving me my smile back
friendly staff pain free treatment could improve make it clearer what to expect each visit
well satisfied would recommend to anyone 100%
brilliant service from reception to dentist very helpful and understanding of patients needs thumbs up
thank you for everything
my dentist and his assistant was so very nice I am very nervous and they really reassure me and put me at ease thank you
wonderful staff great service
best all round
excellent service NL/AEL/BNT
muddle with the appointment letter but on the day brilliant
doctor was very helpful and understanding to me
had an emergency appointment really put me at ease to have my tooth out talked me through everything
Dr subbaraman was lovely and very helpful he has been a great help the receptionist are nice and polite too
the service overall has been amazing the staff are very welcoming and polite thank you for all your help
very kind and helpful at put me to ease thank you
very pleasant lovely dentist and nurse treated me and my son very kindly
very good
all explained to me what has happening next made me feel at ease
always puts you at ease
absolutely fantastic great dentist and highly recommend
an excellent visit abbas made me feel very relaxed and brilliant personality
very nice
professional made me feel supported and confident staff are very helpful amazing custom service gave me confidence when I felt low and helpless after losing my front teeth

Dental - Orchard Park CDS Summary

Number of responses: 10

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

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



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

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



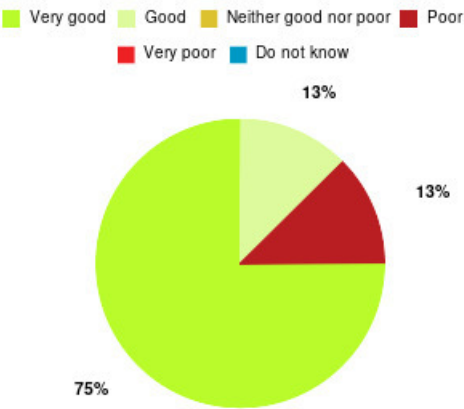
Comments

Had IV Sedation at orchard. Excellent treatment, very grateful for the treatment I received.
Very friendly Lady, explained everything. Happy with my first time being here as well.
My visit to the dentist is always excellent. Friendly and patient staff, Excellent care.
Thank you
Amazing people, Very Patient and understanding, made me feel comfortable. Nothing to be improved. Dental Nurse Amy was very supportive and kind.
Staff are brilliant with my son. We wouldn't wish to come anywhere else
Always brilliant
Great staff, not like other dentists because they explain whats happening before it is done not after.
Wendy is always so welcoming when I come for my appointments and so is the lady she works with on reception. I have been coming for many years now and always grateful to be welcomed by a friendly smiley receptionist or two, it makes the difference
Hannah, Harish, Amy, Tara, Laura - Everything went really well. Really Happy with the staff. Understanding with Learning Disability Nurse.

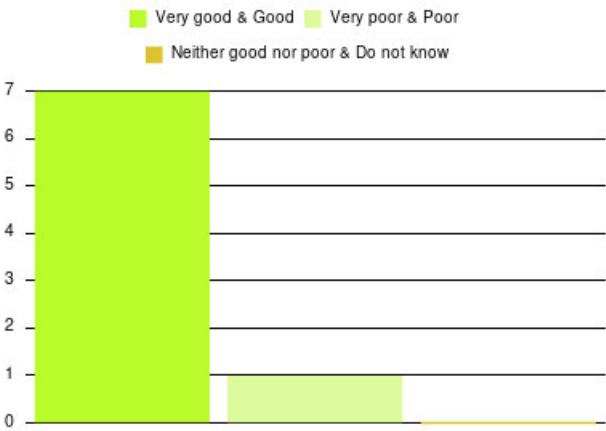
Dental - Pocklington PDS Summary

Number of responses: 8

Experience	Amount	Percentage
Very good	6	75.000%
Good	1	12.500%
Neither good nor poor	0	0.000%
Poor	1	12.500%
Very poor	0	0.000%
Do not know	0	0.000%



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





Comments

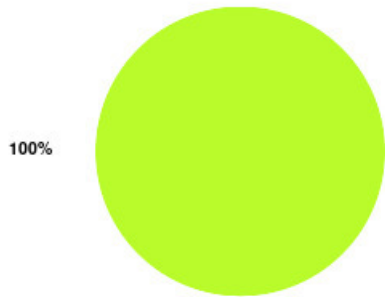
Good - The receptionist was as helpful as she could be with inadequate resources. how can you run a dental service with NO dentist for 2 days a week? Improvement - More dentists needed! Stuff happens, teeth are very painful when they go wrong. There is no emergency provision.
Immediately dealt with, professionally. Thank you so much.
All staff, except the receptionist, were faultless. Receptionist didn't look at me when speaking - i had to keep asking if she was talking to me because she was usually working on her keyboard (face obscured by furniture) and i didn't know whether she was on the phone.
Pocklington - I'm pleased to say everything was good. Very helpful and cheerful receptionist, Dental nurse and Dentist who was Jeanette.
Brilliant service.
All staff absolutely lovely.
Dentist really put me at ease when having a filling (quite nervous). Great professionalism and made me comfortable throughout. Thank you Sorelle.
Very nice staff.

Dental - Withernsea PDS Summary

Number of responses: 11

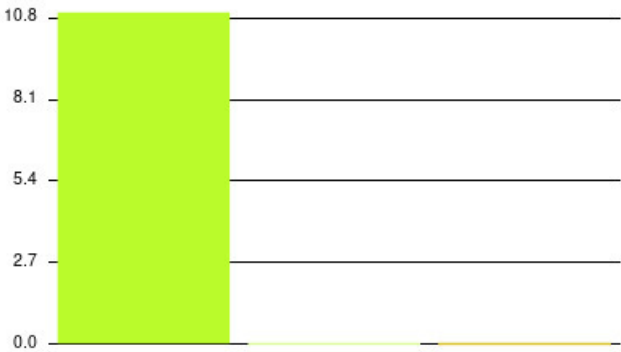
Experience	Amount	Percentage
Very good	11	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

good dentist kind and caring
everyone is efficient and friendly
Helpful and reassuring, also very friendly.
Always welcoming, friendly and efficient. The whole team help to make you feel relaxed.
The staff are excellent. They are pleasant, caring, informative and always smiling. They make a visit to the dentist's almost pleasurable.
Staff kind and helpful.
the whole service is fantastic
always friendly and answer questions and concerns
great service very pleasant and helpful best clean ever
Marta and Tracy has very skillful treatment

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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%

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Diabetes Service (East Riding) Summary

Number of responses: 0

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

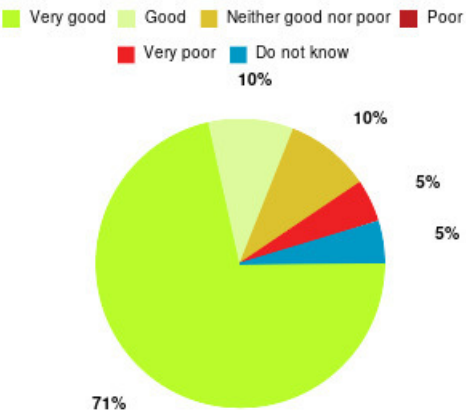
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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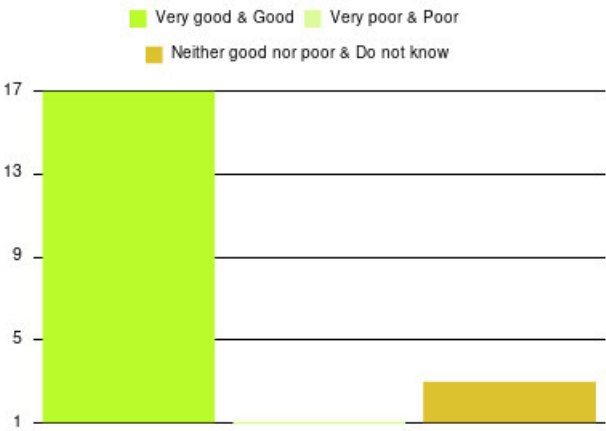
Dietetics (East Riding) Summary

Number of responses: 21

Experience	Amount	Percentage
Very good	15	71.429%
Good	2	9.524%
Neither good nor poor	2	9.524%
Poor	0	0.000%
Very poor	1	4.762%
Do not know	1	4.762%



Experience	Amount	Percentage
Very good & Good	17	80.952%
Very poor & Poor	1	4.762%
Neither good nor poor & Do not know	3	14.286%



## Comments

Beatriz was very knowledgeable and informative and very helpful in the ways I can improve my diet

Haven't had one!

They always cover everything for me.I don't think they could improve on anything. The service I receive is always perfect.

The meeting was online. The link was sent and was easily accessible and on time. The nurse was lovely and provide clear information and let questions be asked. She also signposted us if we needed extra information.

Zoe listened to my every word, and gave good advice. I felt she truly cared about my plight. She went out of her way to be sure all possible avenues of support were known to me and covered how to access them. The most important thing was I left feeling that she is there for me at any time feel I need help, even if just verbal support. If you are smart you will make sure you keep her happy. Zoe is a true asset to your team.

Just didn't get the help that I thought I would of got out of the the telephone call.. It took 5 months for an appointment .and I've tried to sort things myself in that time .. I'm still left thinking what is best for me need .. Very frustrated

Zoe was very helpfull and reassuring, also changed my prescription to better tailor my diet. I cannot think of anything that needs changing or improvement, an excellant experience. Thank you

Zoe was very helpfull and reassuring, also changed my prescription to better tailor my diet. I cannot think of anything that needs changing or improvement, an excellant experience. Thank you

Always feel comfortable talking to staff whenever I have a meeting, feel like I understand myself more and how to improve myself

The staff were really supportive, talked through ideas and pitfalls.

Absolute waste of time wasn't even weighed due to the dietician not been able to carry the scales to the room I was seen In.

Brilliant member of staff understanding ,caring took time to listen total joy going for appointment, very fast from booking in to been seen A star rating 10 out of 10

The dietician is so lovely and kind. She listens to me and offers good advice that really helps. Nothing needs improving in my opiniln

Very helpful and informative

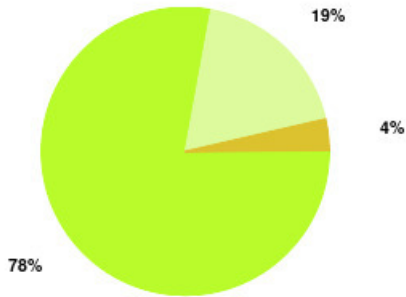
Very thorough and understanding of my needs

Dietetics (Hull) Summary

Number of responses: 27

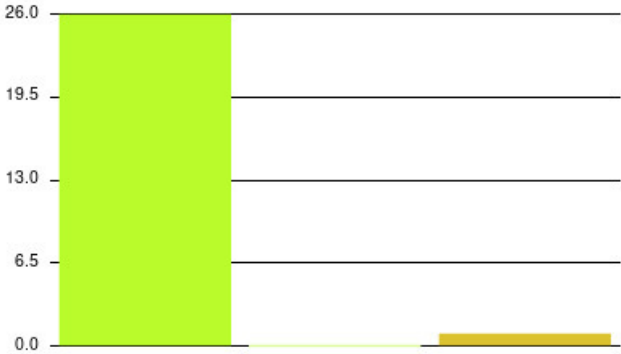
Experience	Amount	Percentage
Very good	21	77.778%
Good	5	18.519%
Neither good nor poor	1	3.704%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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





Comments

The dietitian was very nice and had good information which should hopefully be helpful with my dietary requirements, I should have however on leaving hospital been given additional nutritional shakes to help my recovery and rest my intestines but sadly this wasn't the case and had I had this help sooner it would have saved me a lot of discomfort and more risk of returning to hospital.
My appointment was a video call.. I was greeted by a very nice polite dietician who was very polite helpful. She gave me some good advise. Listened and answered my questions. I am very pleased with how my consultation went. Thank you
Noelle was lovely, she listened to what I had to sat about my son gave good advice and and did the referral my son needed.
No hanging around straight in and on time
Very friendly & helpful
They understand the elderly people
The lady I spoke to was friendly and had some good advice
I really appreciated the fact my son was involved in everything and he was encouraged to get involved .
Everything and visiting was absolutely satisfying. The dietitian was respectful and acted so responsibly
The dietitian, who we have seen on numerous other occasions, was extremely friendly, helpful and made some good suggestions for us going forward.
Noelle was very helpful and gave some great advice and practical tips. Also I preferred the video call option this time to save travel time.
Was very happy with the help over the phone and there good to improve your health
just me, they have to go by what I say, but I need time to try their advice, how it affects me, so they are patient with me and they try thier best
Nice phone manner and very helpful.

East Riding Frailty Team Summary

Number of responses: 0

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

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

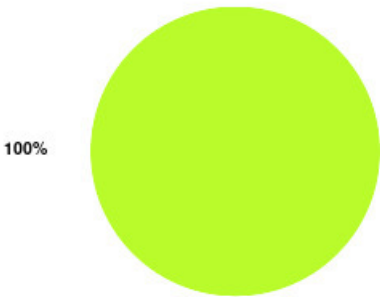
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Eating Disorders Summary

Number of responses: 8

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

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



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

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



Comments

Its been lovely to meet Debi and its left me feeling really hopeful that I can make a change to be healthy.
I love my appointments at evolve. I don't feel anything needs to be improved. Thank you to Debi and all the staff.
my therapist is fantastic, friendly people, helpful treatment and information.
Charliee was with me every step of the way.. She was for a year a big part of my life when I needed her. With out her I would not be enjoying life.. She has help me get back to myself. And loving food
I had a appointment and I met a lady called Debbie she made me feel comfortable and I wanted to say thankyou for your help
My nurse practitioner was very understanding sympathetic and listened to what I had to say with compassion. During the assessment I was asked about how I felt about a certain treatment and if I had any concerns. I was nervous but Katharine put me at ease straight away. I was also very impressed with how I will be updated about my up and coming referral which helped me not to over think and worry as much as I normally do.
Everyone is very kind and understanding. Any questions that I have get answered without me feeling like I am silly for asking. They are constantly helping me when I hit a wall in recovery again and helping me to try and move forward.

EMPOWER Summary

Number of responses: 0

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

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

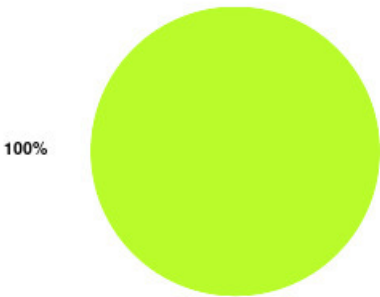
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Falls Team (East Riding) Summary

Number of responses: 7

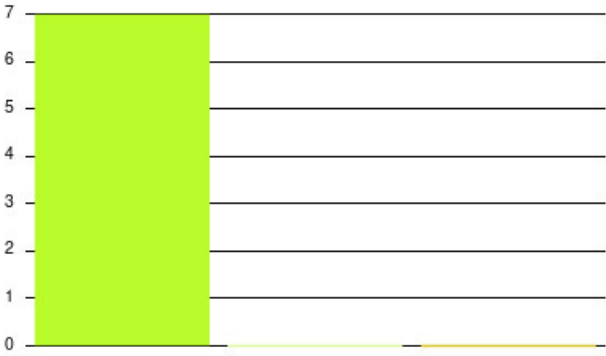
Experience	Amount	Percentage
Very good	7	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

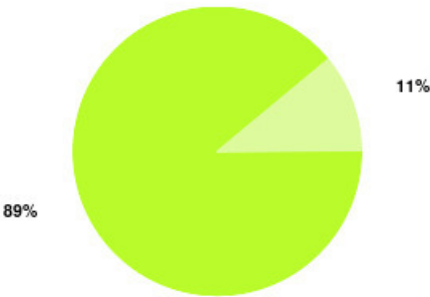
Annette - She was on time, very understanding and gave me good advice. She has great listening skills and uses it to get to know her patients. Good empathy and she does not hurry you, feels as if you are her only patient.
Stephanie was very understanding of mum's situation re - mobility and my anxiousness that mum just says "I'm ok" when she isn't. I never considered that such things as changing a door to a sliding one to create privacy in the bathroom was an option. The service was quick (when I thought it would be weeks) and is going to make her life so much easier and safer for my mum living alone. The assessment was thorough and not at all rushed. Thank you so much.
Reanne has helped in a lot of ways, very good with all the visits. Equipment helped so much. Quick service; Reanne has helped me much.
Cottingham - A very useful discussion - thank you Rachael.
Annette was extremely helpful and full of good ideas. Thank you very much.
Very informative young woman, knows her job well and performed just as well. Impressed with her advice when required and on her part, she moves quick to get help on our behalf. Excellent, your department could do with a lot more people like her. Many thanks.
Professional, kind service. Came at short notice. Provided excellent, practical and appropriate advice 10/10. Thanks.

Falls Team (Hull) Summary

Number of responses: 9

Experience	Amount	Percentage
Very good	8	88.889%
Good	1	11.111%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do 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

Carly - No other word but 'excellent'. Covered my every difficulty.
Thank you very much for coming to help. Terry and Jody.
Rachel was very helpful and kind. Everything she told us were things we could get help with, which we didn't know about. Thank you.
Carly - For a start she made me feel confident, was like a friend and not bossy. Could ask her anything. Everything perfect, quite happy. Nothing to be improved.
Annette - Very helpful lady, checked the whole flat and suggested improvements to be made so I can get about a bit easier.
Annette - She was very helpful and I got my thing on Friday.
Carly - Service is really good.
Pat - Good, pleasant attention, with the best advice and support.
Lucy - Polite and helpful.

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%

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Flu Immunisation (ERY) Summary

Number of responses: 0

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

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

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Gastroenterology Summary

Number of responses: 0

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

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

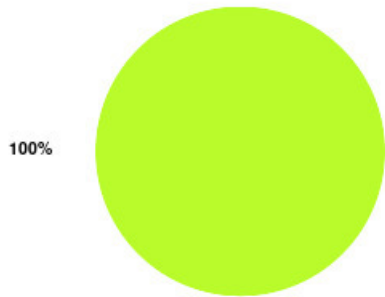
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Goole UTC Summary

Number of responses: 1

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

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



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

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



Comments

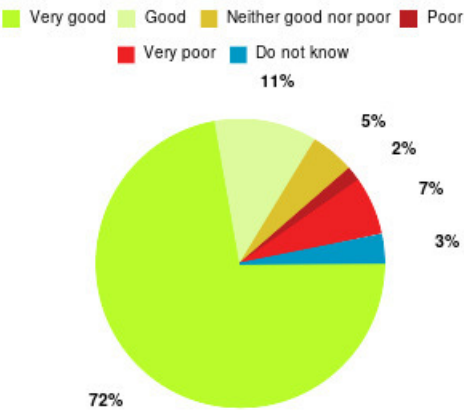
Sharon was very caring and I felt very well looked after.

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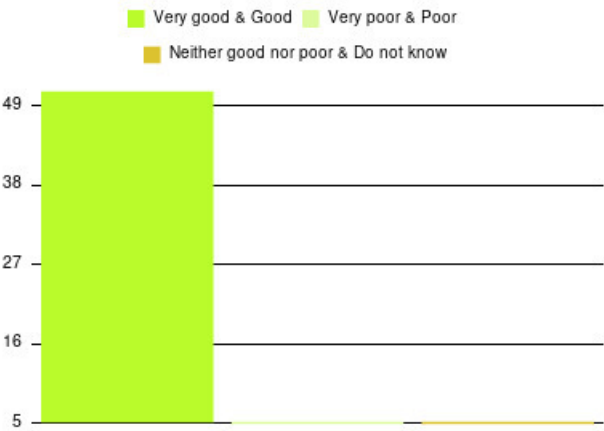
GP - East Park Surgery Summary

Number of responses: 61

Experience	Amount	Percentage
Very good	44	72.131%
Good	7	11.475%
Neither good nor poor	3	4.918%
Poor	1	1.639%
Very poor	4	6.557%
Do not know	2	3.279%



Experience	Amount	Percentage
Very good & Good	51	83.607%
Very poor & Poor	5	8.197%
Neither good nor poor & Do not know	5	8.197%



Comments

Not good having to wait 25 min after appointment time
Very pleasant nurse
The nurse was nice and friendly

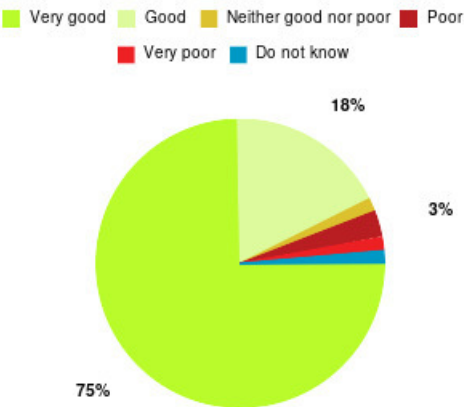
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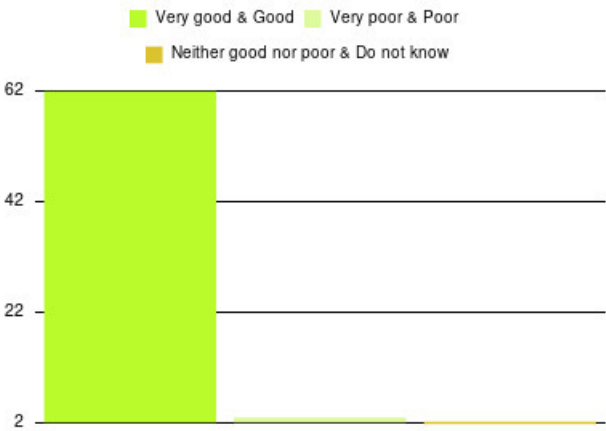
GP – Kingston Practice Summary

Number of responses: 67

Experience	Amount	Percentage
Very good	50	74.627%
Good	12	17.910%
Neither good nor poor	1	1.493%
Poor	2	2.985%
Very poor	1	1.493%
Do not know	1	1.493%



Experience	Amount	Percentage
Very good & Good	62	92.537%
Very poor & Poor	3	4.478%
Neither good nor poor & Do not know	2	2.985%



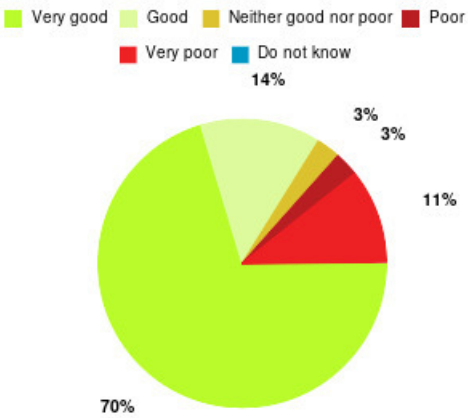
Comments

Dr Javed - I had to visit doctor's for ongoing ailments. New doctor, Dr Javed was one of the politest doctors going. Gave me a full examination and got me appointment for X-rays for the following day.
Everything was good about my visit, nothing was bad at all so nothing needs to be improved.
the doctor who saw me and her trainee made my first appointment comfortable and not awkward, and showed me how to use my medication correctly
The nurse was empathetic and very helpful. The doctor was fast and efficient, quick to respond.
Staff very efficient and willing to help. Really pleasant to talk to. Would not change anything.

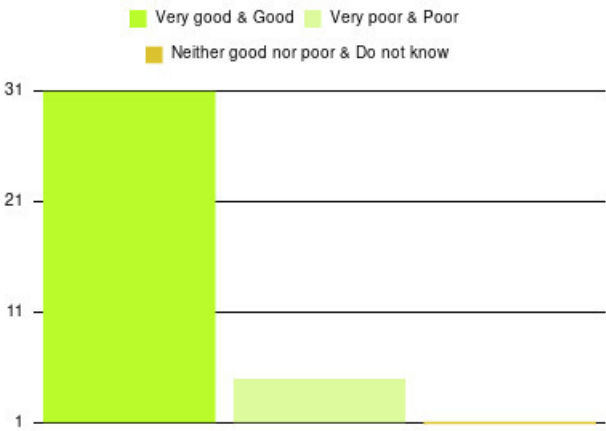
GP – Riverside Practice Summary

Number of responses: 37

Experience	Amount	Percentage
Very good	26	70.270%
Good	5	13.514%
Neither good nor poor	1	2.703%
Poor	1	2.703%
Very poor	4	10.811%
Do not know	0	0.000%



Experience	Amount	Percentage
Very good & Good	31	83.784%
Very poor & Poor	5	13.514%
Neither good nor poor & Do not know	1	2.703%



Comments

I visited today to speak to my health and lifestyle practitioner - Laura - and could not be happier. Laura listens to me and helps me to set goals that are achievable. My blood sugar levels are much better. I recommend this service to everyone with diabetes who are struggling like myself. Thank you Laura.

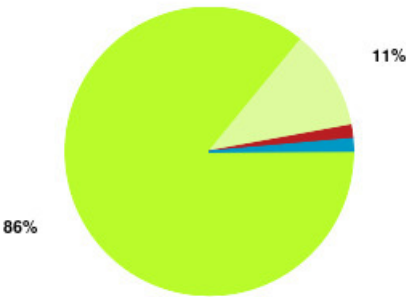
Polite and professional reception staff and a friendly, knowledgeable Nurse Practitioner who had enough time to really listen and understand.

GP – The Quays Summary

Number of responses: 134

Experience	Amount	Percentage
Very good	115	85.821%
Good	15	11.194%
Neither good nor poor	0	0.000%
Poor	2	1.493%
Very poor	0	0.000%
Do not know	2	1.493%

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



Experience	Amount	Percentage
Very good & Good	130	97.015%
Very poor & Poor	2	1.493%
Neither good nor poor & Do not know	2	1.493%

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



Comments

Dr Kasivel is a lovely doctor, I was scared and he put me at ease and was very gentle with me. He is a really good doctor Amileiya (10 years old)
Receptionist staff are extremely friendly, polite and professional. Staff will never turn you away if you attend in crisis and this is fantastic Thank you for always going above and beyond for the patients
Colleen is an assett to your surgery. She goes above and beyond to make you feel at ease and always does the job!! Thank you your amazing
The nurse was real good to talk to and explained every thing

GP – Wolds View Primary Care Centre Summary

Number of responses: 0

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

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

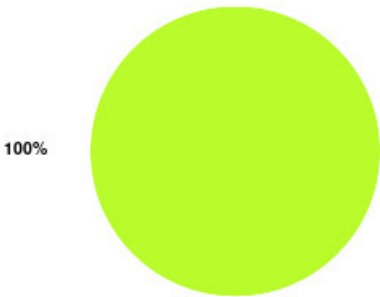
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Health & Development Worker Summary

Number of responses: 7

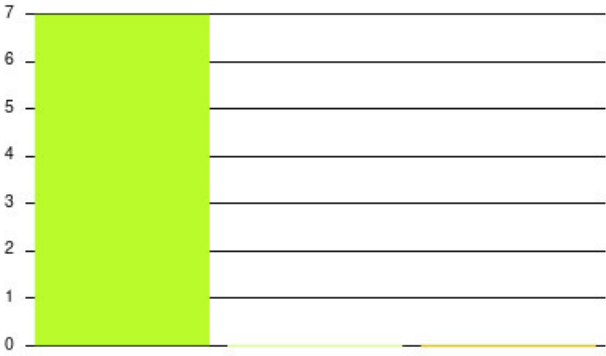
Experience	Amount	Percentage
Very good	7	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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





Comments

Very friendly
Lovely staff, wouldn't improve anything.
Amanda has been really friendly and has worked well with my child, and has given me lots of ideas to help my child.
Amanda Allenby - Amanda has been brilliant, couldn't ask for better. I've recommended her to my sister :) 100% perfect.
All the information was exactly what my son needed to know, it also gave me the confidence to be able to tackle conversations I find difficult.

Health & Wellbeing Service - Primary Care Summary

Number of responses: 0

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

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

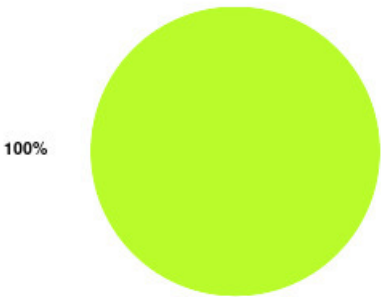
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Health Checks (SH) Summary

Number of responses: 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



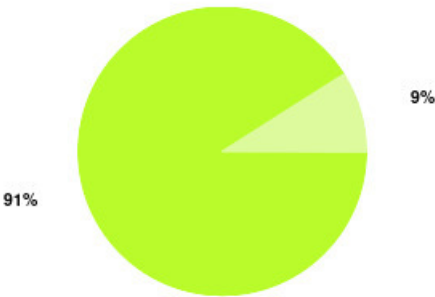


Health Trainers (inc Social Prescribing) SH Summary

Number of responses: 11

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

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



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

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



Comments

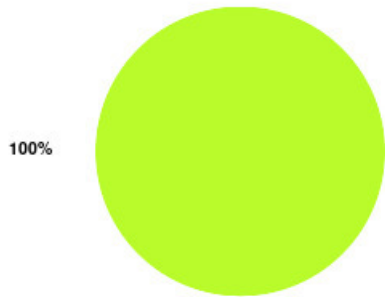
Marie has helped me with changes in life and how to cope and goal setting helped to keep me focused and positive.
Very informative and reassuring
I have enjoyed being able to set goals with my health trainer Debby. She has shared her knowledge in an approachable way, giving me a new perspective and ideas to move forward with. It has been a very positive experience for me.
Advise very good - found the information about the gym very useful . You was friendly and welcoming and answered all are questions thank you
very helpful
Calls have helped me to make positive changes - feeling much better for it
Support is very good - but would feel more motivated if able to have a reg F2F appt
Karen The exercise group you found me was perfect, close by and people the same age as me. It has given me my confidence back
Lots of information and advice

Health Visiting Summary

Number of responses: 13

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

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



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

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



Comments

Elliott Chappell - Louise was simply the best. Nothing to improve on, very good. 10/10.
Orchard Centre - Emma (Whitford) listened to issues and helped with individual problems. Was personal to my little boy instead of just generalising. He's gone from waking 10 times a night to once! Wouldn't change a thing
Orchard Centre - Friendly and helpful - nothing to improve; everything is perfect and is a great service! Sleep advice. (Emma Whitford HDP)
Newington - Baby clinic - Both Louise and Mel have been absolutely fantastic from the first days of having Violet. They make us both so relaxed and never make me feel pressured into anything, they give constant positive guidance. Thank you so much.
Lemon Tree - Every member of staff from reception onwards was friendly and helpful. Put my mind at rest and offered support.
Lemon Tree - Can always be assured, especially when a GP isn't available. Seen by Karen Shaw.
Lemon Tree - Great advice, friendly and kind staff. Seen by Karen Shaw.
Lemon Tree
Lemon Tree - Karen Shaw - Get quickly seen to.
Lemon Tree - Really good staff, helpful and can ask them anything.
All was good :)
Great service, very helpful. Thanks.
Nothing service was brilliant



Healthy Hull Summary

Number of responses: 0

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

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

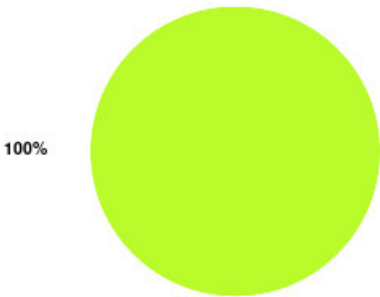
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Healthy St Helens Summary

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

Thankyou Lauren I enjoyed the course and picked up some good tips and advice. I didn't lose as much weight as I had hoped but will continue trying (Christmas didn't help!!) I walk every day and do some light exercise. I had a hip replacement 3 years ago so I am a bit limited in what I can do. Would it be possible for you to send me the summary sheets 1 to 11 as I have only received no.12. Thankyou Mary F

---

HERCH20 Summary

Number of responses: 0

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

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

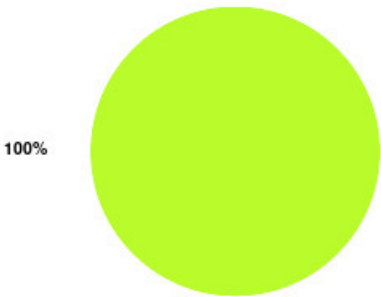
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Holy Name Summary

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

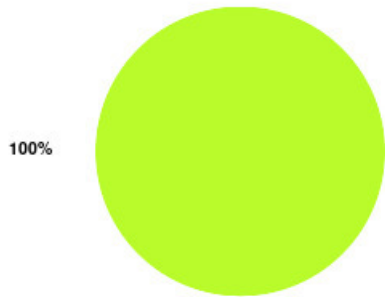
A special thank you to Mel, Mike and especially HCA Cara. This was my first shadow shift in this setting. All staff were amazingly supportive, knowledgeable and 100% approachable. I felt safe and supported and encouraged to complete new tasks, and was met with professionalism and smiles all the way. Wonderful environment for staff and residents.

Home Oxygen Service (East Riding) Summary

Number of responses: 1

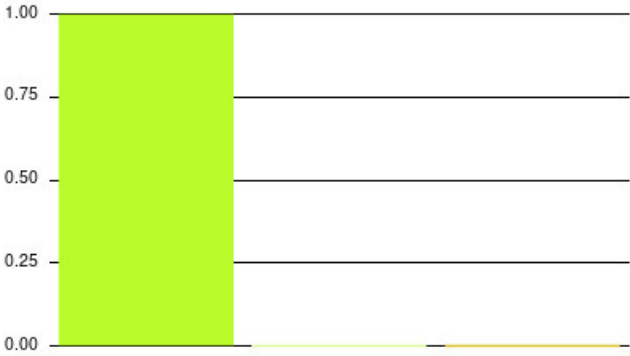
Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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%

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



Comments

Excellent!

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Home Oxygen Service (Hull) Summary

Number of responses: 0

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

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

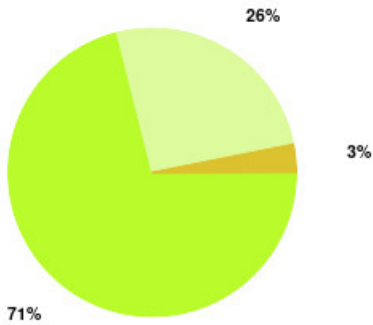
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Hull and East Riding Accelerated Lower Limb (HEAL) Pathway Summary

Number of responses: 31

Experience	Amount	Percentage
Very good	22	70.968%
Good	8	25.806%
Neither good nor poor	1	3.226%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	30	96.774%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	3.226%

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



## Comments

Professional, knowledgeable, friendly, sympathetic.

The understanding shown by Shelley. She recognised that there was a problem and set about relieving it

I was well looked after ,the nurse was very helpful and looked after me well

The very pleasant and knowledgeable staff. Filled me with confidence.

Nurse made me feel very comfortable, she explained what was being done overall was a good visit.

An open wound should have been assessed without waiting 3 weeks to see someone

Westbourne - Excellent service due to expertise of Emily Street, from the scan to the time and care she spent doing the dressings and applying the compression bandages on both legs. She listened to the patient and acted promptly and professionally. Because of Emily's actions referring the patient to the vascular clinic he which I believe saved his legs (age 92 years). He is now in the Venous 6 study. Thank you.

LLP - Morrill St

LLP - Bransholme - Everything was excellent. The nurse (I think it was Ruth) was excellent.

The tissue viability nurse was very caring and thorough with regards to wound hygiene to allow maximum opportunity to heal. A new care plan was considered and put into action. Further actions were discussed and explained for progress for healing and care.

I just want my wounds to heal so I feel better in myself

Hopefully gave me a solution to my problem and some very good advice.

The nurse was excellent at working out what was wrong with my leg and sorted out the help I needed

The nurse explained everything clearly to me, about what she was doing and what happens next.

Ruth - Morrill St - Excellent service, very friendly and caring.

Ruth - Morrill St - Do not think you could improve with the staff that I have seen.

The staff were very friendly and competent which was good good! Although I was told I would be going to a nea nearer such as Newington centre on Anlaby Road Hull ! I am not very mobile yet ,so as I haven't any assistance allocated to me which I had requested in my assessment ! I have no one to sort my medication out which is very complicated ! Plus the fact I have bee nl have been moved about due to circumstances !beyond my control !

The nurse was very good at explaining what was happening

Prompt attention and very friendly and informative

My visit was fine and on time Struggling with compression socks. Very tight but told to wear continuously. Legs very painful a 5 minute follow up after a while. Having to remove at night sofoklis up might be better

My visit to Bransholme was good but was told it would be much nearer to me in the next appointment !

Hull Complex Wounds Summary

Number of responses: 0

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

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

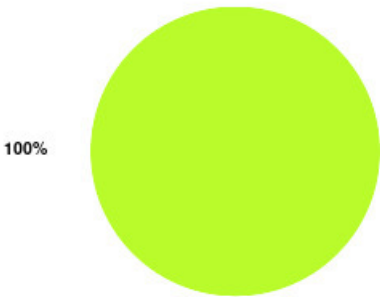
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Hull First Falls Summary

Number of responses: 26

Experience	Amount	Percentage
Very good	26	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	26	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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



Comments

Davina/Jay - Very quick, friendly ladies. Happy with the service.
Davina & Steph - Elaine said she was more than happy with the service.
Davina & Mikki - Very efficient. Looked after mum very well.
Davina & Nikki - Great communication and very understanding.
Very happy with the falls team. Thank you Jody and Molly.
Very good. Thank you.
Thank you Jody and Molly.
Very happy with the service, two very nice lads. Thank you Terry and Jody.
Thank you Jody and Molly.
Very happy once again. Thank you Jody and Alan.
Very happy. Thank you.
Very friendly and helpful.
Terry/Robyn - So pleased to see the team. Made me feel at ease.
Terry/Stef - Very happy with the service, the Falls team are very professional and pleasant.
Terry/Stef - Very happy with the service, great to see friendly faces.
Robyn & Terry - Very helpful and made time for me.
Terry/Robyn - Very happy with service. Always there to help me.
They were very quick at getting to me and I couldn't manage without them. Very pleased with the service they provide.
Jody/Alan - Great service.
Jody/Nikki/Kris - Very happy with the service I received.
Terry & Jody - Prompt arrival. Most helpful and patient. Gave good advice and reassurance.
Jody/Stef
Jody/Stef
Jady/Stef - Very happy with the service.
Jody/Stef - Fantastic service, always good to see them.
Very friendly with good advice.

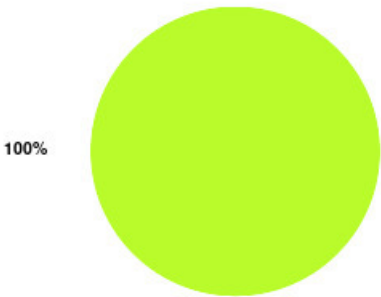
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Hull Urgent Care Summary

Number of responses: 1

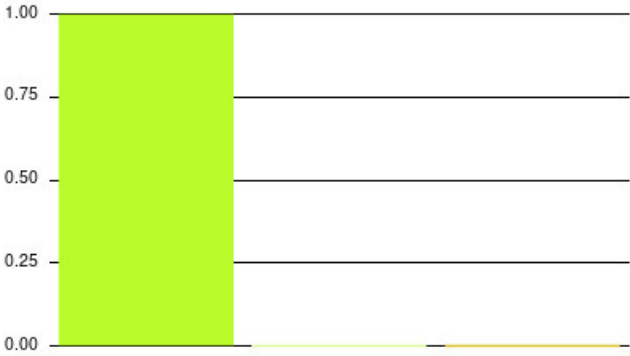
Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

Katie was exceptionally helpful thank you.

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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%

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Infant Feeding Co-ordinator Summary

Number of responses: 0

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

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

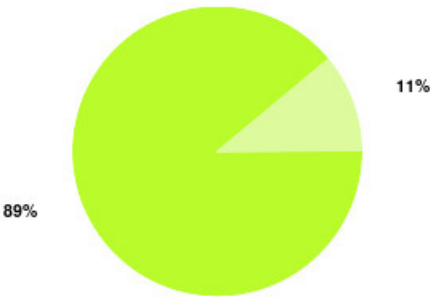
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Infant Feeding Service (SH) Summary

Number of responses: 9

Experience	Amount	Percentage
Very good	8	88.889%
Good	1	11.111%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do 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

Really nice phone calls, made you feel comfortable, lots of praise which is great for a mum!

The Breastfeeding Team have been very supportive, thorough and attentive and have actively rang and offered ongoing support throughout the first 5 weeks postpartum. I have felt reassured and confident during the first month and known of I had any problems that I could contact the team and they would answer my questions as best they could. Where they were unable to answer they have directed me to my health Visitor for additional advice. I am really impressed with the service provided.

The ISF call was very informative and useful. I feel confident knowing the signs when my baby is ready for weaning and look forward to starting his solid food journey.

I worked with Sarah Beck and found her to be very friendly and reassuring whilst maintaining a professional manner. She listened well to my worries and concerns and together we address the hurdles I had come to face. (There were plenty!) She was very informative and signposted me to local support where necessary that she felt I could benefit from as well as supporting me personally. She made me feel at ease during my sessions and I knew she was only a phone call away should I need her between sessions. She weighed my son and gave reassurance in that although his gain was slightly slow he was always gaining. She also got my son in for a tongue tie review when we believed it could have reattached. I have now been discharged and feel much better about my breastfeeding journey. Sarah was very proud of how far we had come which made me feel great!

Chris was a big support to me in my early breastfeeding journey. She had a really empathetic approach and took the time to listen to me after I had experienced a difficult birth as part of understanding how that had affected my relationship with breastfeeding. Chris took the time to ask what my feeding goals were and gave appropriate advice aligning your these. She was supportive and encouraging throughout and I really Appreciated how she came To visit me at home when I was lacking confidence with latching and also when she told me I was doing a good job for my son giving him the breastmilk I had been able to despite this not matching my own hopes for breastfeeding him fully due to the difficulties I experienced. I will definitely continue to access support from the team as needed in the near future. Chris also called when she said she would and wasn't deterred by times I couldn't get to the phone which, again, I appreciated as a new mum finding things all a bit overwhelming. Thank you Chris .

I have been supported by the infant feeding team since my first day home, they have been their for me every step of the way so far in my breastfeeding journey. I have received phone calls, had follow up information sent to me via text and email to help with all my questions and queries. I saw Amanda in my person on a day clinic appointment, she spent an hour with myself and my newborn, giving a full oral assessment, viewing each feeding position and offering tips as well as a referral for tongue tie. Anything this team doesn't know about boobs and breastfeeding isn't worth knowing in our opinion, they are so extremely knowledgeable and really value a mothers experience in breastfeeding being the best they can have. I look forward to my next follow up call with the team because I always hang up with a smile feeling well supported and cared about.

Excellent service. Ladies on phone were lovely and supportive. They offered lots of advice and encouragement. The links sent for positioning helped too.

Having the infant feeding team call regularly has been an unexpected but very definitely an invaluable service. Although this is my second child it is the first time I have breastfed successfully which I say is down to the help and support I had in hospital and then the help, support and advice I had when I came home, via the feeding team as well as regular phone calls I've been able to call and ask questions which really helped me when I needed it. Everyone I have spoken to has been knowledgeable, kind, helpful and supportive at a time when I needed it most.

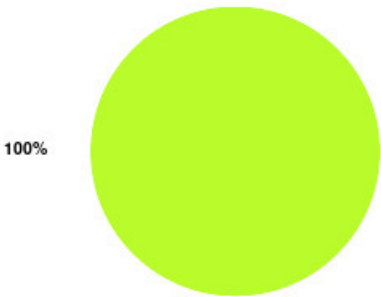
The team continued to provide weekly support to myself and really helped with putting my mind at ease that I'm doing a good job breast feeding. Continued phone calls and drop in clinic appointments offered if required to ensure baby and I are successfully breast feeding. Naomi and Chris provided breast feeding videos and information regarding latch etc. Downside - I wish home visits could happen so the team can see how you sit and feed at home to gain a better latch / positioning etc. as this is where you're more likely to feed 24/7. Clinic room should be more user friendly, 4 people and baby in a small room trying to feed, watch feeding, change baby etc isn't ideal. Would also be good to have drinks facility, I.e tea, coffee, water. I've had a really positive experience with the team and would recommend them to anyone breast feeding or those struggling to feed.

Intermediate Care Summary

Number of responses: 1

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

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



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

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



## Comments

Highfield RC - Georgina was lovely, she is the reason I am walking. I was so scared of falling that I was needing to be hoisted but she listened to me and improved my strength and then my confidence so now I am able to walk; even going to the garden. She is a credit to the NHS. I can never repay her. Thank you so much.

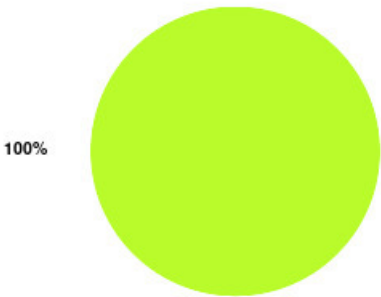
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Intermediate Care (ER) Summary

Number of responses: 1

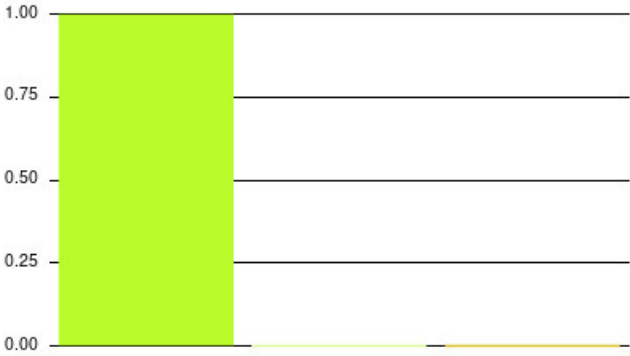
Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

HOTEL PROJECT- I don't know what to say, I cant really put it into words. This has been just what I needed its been so valuable to me. The people here have been amazing. I feel like I've won the lottery! Really and honestly thank you.

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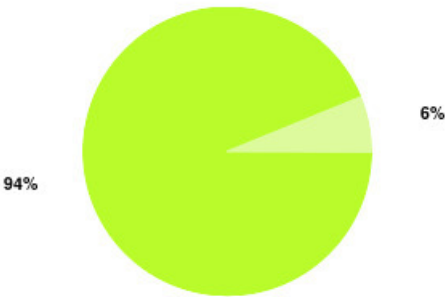


Jean Bishop ICC Summary

Number of responses: 16

Experience	Amount	Percentage
Very good	15	93.750%
Good	1	6.250%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

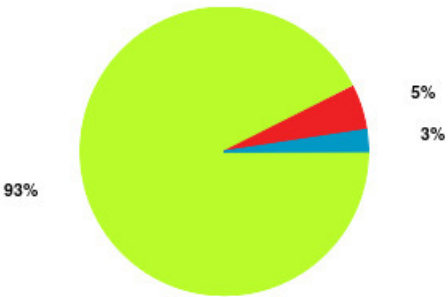
Staff were very polite and keen to listen to your concerns.
Excellent service. Friendly staff.
I have had a really good and informative day. Learned a few things. Everybody doing a great job. Thanks
Nothing could be improved, staff excellent, made my Mum relaxed. 10/10
The service was first class, everyone we saw were very pleasant and most efficient - quite an experience.
Very friendly, staff really helpful. Dad enjoyed his visit, staff reassured him, he felt safe and relaxed.
Brilliant service, nothing rushed. Staff lovely. Lovely meal.
Nothing can be improved. Excellent service and staff.
Excellent service. All very helpful and pleasant. Feel a lot more confident with advice given.
The staff were excellent. You got to see everyone involved in your care. It was like having a mini MOT. It was very good.
The staff are very good.
We felt very welcome. All members of staff are very thorough, painstaking and professional. It was a very informative visit. I learned a lot about my problems and felt reassured.
5 star attention
Lovely place and staff, glad I came, I felt well cared for and relieved when I left after a good check up. I have nothing to say about improvement. Great place to come :-)
Everyone so friendly. 1st class service. Excellent.

Let's Talk (Hull) Summary

Number of responses: 40

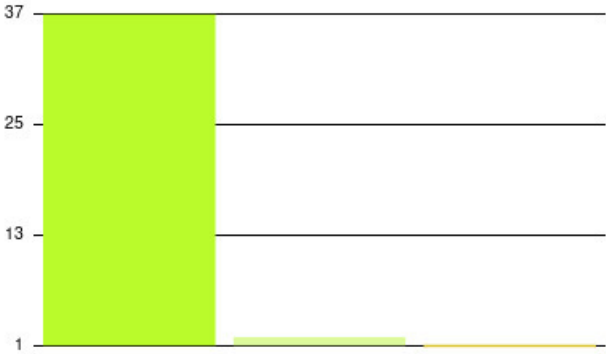
Experience	Amount	Percentage
Very good	37	92.500%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	2	5.000%
Do not know	1	2.500%

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



Experience	Amount	Percentage
Very good & Good	37	92.500%
Very poor & Poor	2	5.000%
Neither good nor poor & Do not know	1	2.500%

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



## Comments

Stress Control - It's been great, gives a you a plan of action to actually work at, thank you so much
Stress control - Thank you! Helpful stuff!!!
Stress Control - past 4 weeks have been very useful, thank you
Stress Control - Thankyou very much. I have found the sessions really helpful and I am going to try my best to adopt some of the helping strategies
Stress Control - Thank you for the sessions, they've been great!
Stress control - Thank you for giving the sessions out, Kev (and Jess). It's been very helpful.
Thank you, been very helpful
I can't thank Stuart enough I was manic when I first started therapy Unsure how to cope or manage He's given me the tools Slowed me right down Life is going well
Lisa has Helped me overcome some of my fears by trying certain things alone and helping me through all the trauma I have been through helping me control my worrying going through different techniques and helping with my panic attacks and anxiety
The courses were excellent with lots of good information well put together and presented. Staff friendly and I felt that I could talk about anything. Still lots of hard work for me to do though in order to feel comfortable in new & public places.
I learned a lot from my visits and always felt supported in every way. I am really pleased with all the positive changes i have made with the help and understanding of my CBT therapist. I still have a long way to go but feel like i now have the tools to succeed. Thank you.
The CBT treatment was targeted and strategies were given rapidly to challenge the negative patterns. Thank you Lynne.
I am very happy. Thank you Magda. MA.
The main thing was reassurance, and the information given to me by Craig has helped me change my thinking process, and would like to say how great the service was and how quickly I was seen. I still use the relaxation every morning. I would like to say thank you so much, nothing needs to be improved.
Stress Control - Thank you, really finding this informative and a lot of useful things to start trying to put into practice
Stress Control - Thank you, really helpful session today!
Craig was very helpful and I feel what he has spoke to me about has assisted me no end in my recovery
At the present moment, I couldn't have asked for anymore. The lady was superb, very calm, friendly and reassuring. Thank you
Rachel was amazing and made me feel at ease straight away.
Couldn't have faulted the service I received. Vicky was amazing. The consistency around days/times, the support, the effort etc.. I wouldn't have got through my sessions or be at the place I am now if I didn't have the help from vicky. Despite it being via the phone I felt that I got all what I needed from the sessions. I cant thank Vicky enough for all the support and work that went into our sessions. Thank you.
Understanding
Iv not visited yet as my application only just gone through
The easy way I was made to feel from Danielle she made it easy to talk and say things I wouldn't normally speak about I felt she was very professional and understanding
My therapy with let's talk has really helped me with my intrusive thoughts . I seem to be able to manage them better than before . I've been feeling like my normal self the last couple of months
Everyone was very understanding, there was no judgement from anyone, and all questions were answered extremely well. The exposure therapy has massively helped me overcome my dental phobia. Their approach is brilliant, and hopefully can continue to help more people overcome this issue. The dentists and nurses themselves are great, take things at your pace, and have a brilliant understanding of how dental anxiety can affect you on a visit to the dentist, and what they can do to help you feel better about the experience. Whilst the group aspect is good to a certain point, as everyones fears are different, it would be good to have mutiple people on hand to maybe do separate tasks with each person, thankfully there were only 2 of us, and most of the time there were 2 therapists (unsure on terminology).
Thanks for the introduction, I was quite surprised at how a lot of some of things you touched on did relate to how I feel and what might have triggered the feelings...looking forward to next week, thank you both
Vicky was amazing. Made me feel comfortable and listen to even despite my bad experiences in the past with therapy. I actually progressed with her and am really proud of how far I've come with her help.
It was phone calls with the excellent Julia. who was easy to talk to and a great listener. I was able to talk out all my problems and and anxieties and also felt supported to make some good positive decisions that have made my daily life better.
N/A I contacted Let's Talk via theit online self referral form for an OCD assessment and they responded via text message telling me they do not do OCD assessments. They provided no further resources and they did not direct me to other services for the help I am seeking.
I've just finished my EMDR therapy with Stuart which I found amazing! I suffered with PTSD after having my baby and can't believe the difference in myself from these sessions. Stuart is very kind, patient and always made me feel at ease. I was never made to talk about anything I didn't want to. I would highly recommend this service to anyone who is suffering. I can't think of anything to improve as was very happy with the whole service.
No visits but phone calls worked well. Logging in to lectures not easy and caused some confusion
No visits, but phone calls were good. Logging in to the lectures was not easy and caused some confusion
Owen was truest Amazing from the get go and has really helped me get a different view point in my life when I needed it the most. I wish him an amazing future and I can't thank him enough for the tools he's taught me on our journey together, his understanding was so comforting. He really did a great job so thank you

I really enjoyed working with Jon, he was very friendly and helped me approach my problems with an understanding but objective frame of reference. I found that he really listened to what I was saying and I consistently felt that he was focussing his full attention on helping me work through my issues. There were a number of occasions where he offered alternative viewpoints that I hadn't considered, allowing me to better understand certain situations and it was clear to me that he honestly cared about the outcome of the sessions and my future progress. There was never a point where I felt undermined, patronised or anything other than entirely supported. Due to Covid and the somewhat awkward journey from my house to the health centre, the sessions primarily took place online. I thought this format worked surprisingly well; in-person sessions allow for a more intimate conversation but I actually found that I felt very comfortable discussing the more personal aspects of my anxiety while in the privacy of my own home. I understand this setup may not work for everyone, but I found it quite worthwhile overall. Since learning and formalising these techniques to help avoid negative thinking, I've felt much more in control of my anxiety, and I feel that I've been able to overcome barriers that previously seemed insurmountable with respect to upcoming significant events in my life. While some anxiety remains (I assume just naturally from my personality), I feel far less afraid of it manifesting in the future as I now have tools to help manage it. I found the process of registering for sessions straightforward and beyond that there was minimal hassle if I accidentally missed a session or had to reschedule due to external factors. I never felt that I was under threat of losing my treatment due to mistakes or sudden occurrences. In summary, I found the sessions very productive and a genuine benefit to my mental health. I believe Jon is an excellent therapist and that his future patients will be lucky to be treated by him. I would readily recommend the service to anyone seeking help and I'm really glad that I chose to pursue it.

Thank you. I have found the sessions very helpful . Took me a long time to ask for help.

Thank you all for the information and nice delivery

I'm learning so much from this course

Thank you both, the sessions and handouts have been very useful and will definitely be used to help me move forward

Let's Talk - Cruse Summary

Number of responses: 0

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

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

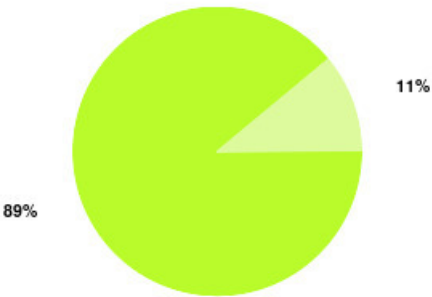
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Let's Talk - Focus Counselling Summary

Number of responses: 27

Experience	Amount	Percentage
Very good	24	88.889%
Good	3	11.111%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	27	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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



## Comments

More proactiveness in getting video call set up like Skype or Teams, I asked about having visual but it wasn't brought up again so I didn't mention it again, but I think face to face on a screen would have helped with the flow of conversation. But overall I did find the therapy helpful.

Jenna was so patient and understanding. I've got so much to thank her for! Let's talk contacted me really quickly after I've referred myself and I cannot be more grateful for all the help.

Relaxed , very easy to talk . listened and not critical

Martin was very helpful, very persistent & helped me understand alot.

The counsellor so helped me,she was like a friend that I could talk to and tell her everything and anything, everyone just seemed so nice,I would like to thank you all you all do an amazing job.

This is essentially a life saving service Listened without judgement and helped provide framework and directions

Julia was an amazing counselor, really helped me a lot. Could have done with more direction at the end of my 8 sessions, felt a bit like I was back on my own , unsure where to go.

Face to face would have been better but Covid prevented this. Not in your control.

Julia is the coolest counsellor ever I wouldn't change anything except more sessions but I appreciate the demand and practicability surrounding delivering that!

The wait time could be improved so it's much quicker to speak to a counselor..but apart from that the service was good

It was a telephone appointment but Being able to talk about anything and being listened to . constructive SUGGESTIONS and looking at things a different way and turning a negative into a positive discussion which was very helpful. I had had discussions before with Liz\* (which was a bonus) who was VERY easy to talk to VERY calming and VERY caring - I have come a very long way to how I was - I still have a couple of very small issues but have the mindset and know how to approach things now andto see things differently- I am confident in time these too will disappear thanks to the Counselling I've had - I would definitely recommend it to anyone whose struggling with whatever YOU ARE NOT ALONE - thank you very much for the help I received

Very understanding but would of preferred face to face appointment

I did it over the phone it was very good I would like to do it face to face but I did have a good repore XXX

My counsellor immediately understood my needs. I feel due to him I have made real progress with measurable outcomes. One area for improvement I, which I'm sure you have under regular review, would be to restart face to face sessions.

Very helpful, pleasant, easy to talk to.

My counsellor was very flexible about my appointment times and days and the ladies on the phones were really good at getting in touch with the counsellor if I needed to change an appointment etc.

It was a very good experience, I was listened to and felt a lot of understanding was given. I feel that a lot more sessions should be available as I have definitely been more depressed and very anxious since my counselling ended.

I am very grateful to the help received . My counsellor was professional , supportive , very helpful and gave great , honest advice . Forever grateful and thankyou .

I'm afraid my own personal problems were-& still are- beyond counselling but the Service was EXTREMELY kind & caring towards my issues & I felt very at ease during my therapy despite been in one heck of a hole. I feel I got the best I could have got but my issues are beyond Counselling, but still- I really can not thank you enough! You gave me all you could in the circumstances; Thank you. My warmest regards Mel Wildman.

There care and support was refreshing, chantal was so kind and so supportive, I was able to bring myself up and gain much needed confidence can honestly say although I hope never having to I would recommend these services to anyone who is in need of assistance in regaining balance in their life



Let's Talk - Good Day Therapy Summary

Number of responses: 0

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

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

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Let's Talk - HEY Mind Summary

Number of responses: 0

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

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

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Let's Talk - House of Light Summary

Number of responses: 0

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

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

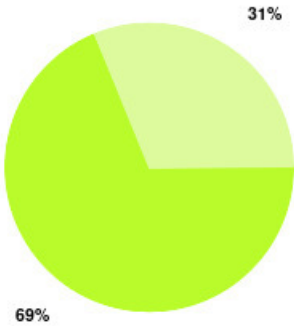
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Let's Talk - Joan Pickard Ltd Summary

Number of responses: 16

Experience	Amount	Percentage
Very good	11	68.750%
Good	5	31.250%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



## Comments

It was nice to talk to someone about what was going on. Thank you for taking the time to listen to me about my problems and health. Thank you again to all the staff at Joan Pickard Ltd.

It helped me cope.

It has helped me to accept what I cannot change, think more positively and constructively. I also hae learnt to apply grounding when negative triggers enter my thoughts. I'd like to take the opportunity to thank you for your help.

My phone call appointments were always on time & I was always made to feel at ease. I have been given some extremely good advice & techniques to help me deal with my anxiety due to a painful bereavement. I have used these techniques and I am finding them very useful. I know that every day is different and not always going to be easy but having these techniques in place helps me to overcome my emotions whereas before I was overwhelmed and felt I couldn't cope. My clinician was easy to talk to & listened to everything I had to say. Thanks for all your support throughout my sessions.

It was only due to Covid that I could not receive my counselling face to face, otherwise everything was wonderful thanks.

Ed was very helpful during my time I would recommend him to anyone he really helped me

Lorna is very thorough and very clear in the way that she explores issues with me. Lorna does not patronise me, but rather helps me to see things in my own way in my own time. Currently I have no suggestions for improvements - this service is wonderful.

Had a wonderful therapist called Lorna - even though we only had 6 sessions together, I was able to get along with her almost instantly. She is an amazing woman, she's helped me overcome and work through a lot of problems - both perceived and real, and all round has been absolutely fantastic to talk to. I can confidently say this is the best I've felt, mentally, for 10 whole years. Lorna - you're absolutely BRILLIANT. Thank you so, so much for everything! :)

Lorna was so easy to talk to and so understanding and helpful, she made me feel so at ease and that i mattered

Let's Talk - Relate Summary

Number of responses: 0

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

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

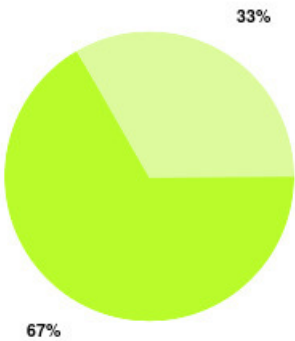
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Let's Talk - S2BH Summary

Number of responses: 3

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

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



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

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



Comments

IT has ben helpful in many ways.
It's a steep learning curve for everyone regarding Long COVID 19.
Having a some handouts on tools to enhance the pain management techniques and ways of dealing with the stress of conditions and accossiated problem's.

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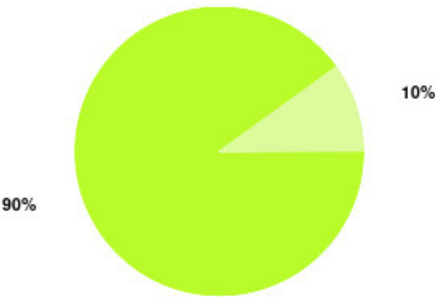


Let's Talk - Temenos Summary

Number of responses: 10

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

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



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

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



## Comments

Karolina was the best therapist I've ever had! Although I still have a long road ahead I feel I can use the tools given in CBT. She was caring and patient and worked around me with childcare issues.

Samantha was absolutely amazing. In every step of the way. Absolute gem. Thank you so much

The one to one sessions with Julie helped me at a very difficult and testing time of my life. At times the sessions were often a lifeline in that I felt I could talk openly and in confidence with her when there was no one else. They opened my mind when nothing else could and took away a lot of the uncertainty I was feeling. Also helped me to cope through difficult days and has enabled me to continue doing what I am doing to help myself and how I move forward. I'm not sure how I would improve the service. I found the telephone consultations easier than I probably would a face to face consultation.

It was done over the phone and that was ok, Andrew was excellent and understanding, he helped me so much and relate to my issues. I could have talked to him for longer, I felt a connection with him, something (especially over the phone) that can be challenging. He listened, he gave me tips, books to read, things to try. I felt a real warmth from him, maybe it was timing and where i was in my recovery. I certainly feel more positive and i am now actively looking for work again. I am really grateful that there are people like Andrew in this world. A huge thank you from me. You have helped me.

only improvement id suggest is being given more sessions.

I had my sessions over the telephone but this was not a problem. I found talking to Andrew very helpful, giving me insight into my thoughts and feelings. I also built up a rapport with him and enjoyed our sessions which have been really helpful to me.

Samantha was amazing from the first session she just understood me and got me and has helped me so much she has helped me live again not just exist. This service is excellent.

Nothing could be improved, I received great support, service was exemplary and Rae was extremely helpful, showed a great level of understanding and compassion.

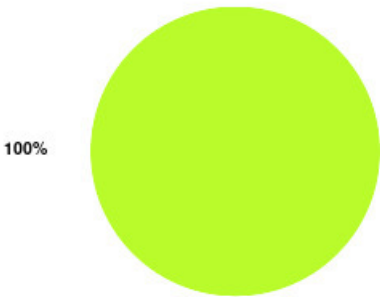
I was able to talk about , things that I wasn't even aware where troubling me . I found my voice.

Lifestyle Referral (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

Mark was incredibly helpful and encouraging with his advice. I felt reassured with the plan we made together and look forward to taking the next step into a healthier and fitter lifestyle.



# 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%

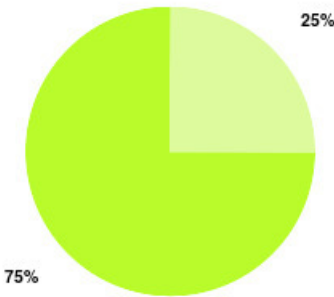
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Looked After Children Summary

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

He was easy to talk to

The nurse was friendly knowledgable and thorough. No improvement needed.

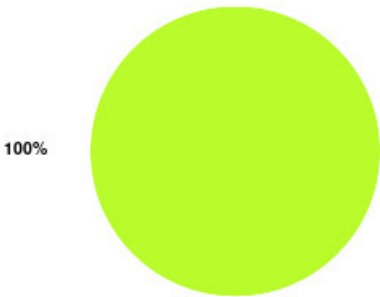
Leigh was great at interacting with the child which made the child feel comfortable and happy to interact. Leigh was very friendly as well as professional and had lots of advice and stratagies to share.

Lymphoedema Summary

Number of responses: 1

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

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



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

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





Comments

Excellent service given. Good information received.

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Macmillan Wolds Unit (Bridlington) Summary

Number of responses: 0

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

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

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Medicines Management - Care Home Service Summary

Number of responses: 0

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

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

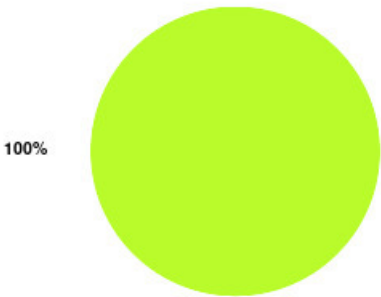
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Mental Health Team (SH) Summary

Number of responses: 2

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

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



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

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



Comments

Informative, interactive and appropriate. BMHA training

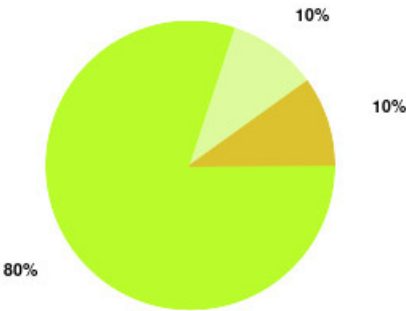
I just wanted to say a huge thank you for your very informative mental health talk you did online for our students a few weeks ago. Just over 70 students ended up being present on the talk. The feedback from the students on the strategies for stress management has been excellent. They gained an excellent understanding of their own triggers and how to regulate themselves in different situations. This will be invaluable to them in the current exam period. Your rapport with the students was excellent Lynn your relatable approach to the topics. They all thoroughly enjoyed the talk, and all took something from it. AM

MSK Physiotherapy Summary

Number of responses: 10

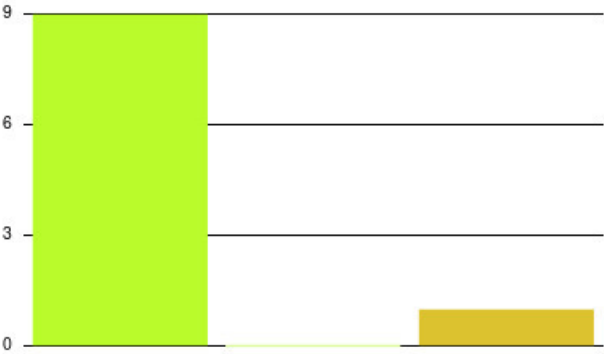
Experience	Amount	Percentage
Very good	8	80.000%
Good	1	10.000%
Neither good nor poor	1	10.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

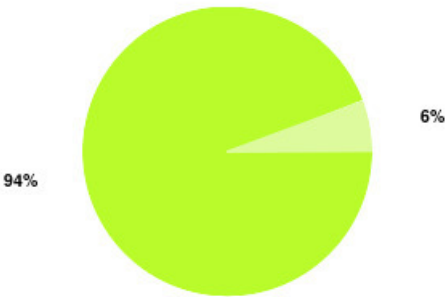
Very thorough questions, helpful advice.
Helpful and good advice given
Physiotherapist gave exercises. Helpful when asked questions and got back to me promptly (Eliza).
I was given the opportunity to give the history of my injury together with the current condition. I'd like to think the problem was identified and advice was given. Very soon afterwards a list of suitable exercises was sent to me with the offer of a follow up call should I need it. Overall a good experience. Thanks.
Was well explained and the therapist was very helpgul
Good explanation and information giving Shorter waiting time for face to face apt

MSK Physiotherapy - Alfred Bean Hospital Summary

Number of responses: 35

Experience	Amount	Percentage
Very good	33	94.286%
Good	2	5.714%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	35	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

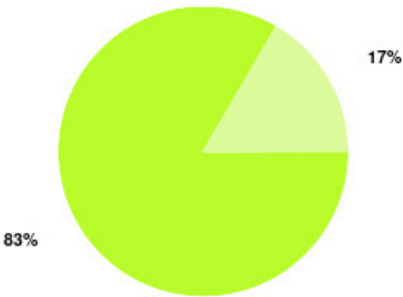
Just brilliant support, care and effective planning to make me well- as usual. Thank you Sadie!
Sadie the physio was extremely nice and helpful .
The physio was very thorough in her examination and questions. She gave me good advice and some exercises.
The lady Sadie was exceptional with her understanding and. her explanations of the exercises involve.d in my card
Very easy to talk to and understand the recommended program of action.
Was very helpful. Helped get what I needed . In hi
The physiotherapist was very understanding and easy to talk to.she was extremely helpful .
Very friendly and directed questions on the problem once she had got a full picture of what the problem could be/was.
Able to discuss openly was given reassurance by the physiotherapist and ways to improve my injury further.
Knowledge and friendliness of staff
Very good
Well done. Arms are very much better. Thank you.
Very positive and realistic goals to achieve very reassuring physiotherapist. No improvement needed.
Had full attention of the physio, who questioned me about my injury, was informative and supportive
Even though it was a telephone appointment, I thought I was still able to give the physiotherapist all the information needed to move forward with further investigation and get the help I need.
Dealt with in a quick and professional manner.
Lovely staff who listen and take note of all issues.
I was very impressed with my visit today at Alfred Bean hospital. I didn't know what to expect with it been my first physio appointment.
Very encouraging and very Useful
I found, it very useful, good advice about my problem, plus exercises I can do to help my self at home. I was reassured that i will improve and get better. Thank you.
Very professional- lots of communication and ensuring I understood.
Learned what my condition was and showed me how to get any further info if I needed it.
I felt more reassured that my recent injury will improve in the next few months with the exercises given
The physiotherapist was very understanding to my needs and has suggested I try a further range of exercises including aqua exercises.
Helpful
It was a very good &pleasant session the therapist was pleasant asking lots of questions & giving advice.
Great instructions, very helpful and informative with regards to my injury and future range of movement.
Lovely therapist, very understanding. Gave some great advice and explanations to my symptoms and treatment.

MSK Physiotherapy - Bridlington Hospital Summary

Number of responses: 42

Experience	Amount	Percentage
Very good	35	83.333%
Good	7	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	42	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

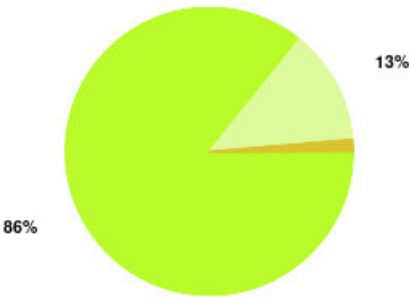
Very quick response and very quick and helpful with advice and exercises. Sometimes you think of something afterwards that you forgot to say. Would be nice to be able to send a message back. Thank you
Seemed like I was finally being listened too
Made me feel relaxed & at ease.
It is too difficult to get to the department. I can hardly walk, and could not manage to get to it without help. I had to find a porter with a wheelchair to take me there. I know there are a few parking places around the back, but every time I go there, there are no vacant places
Connor was excellent with his help and advice and very reassuring that I was doing the right exercises etc. can see no improvement neco
Informative ,asked lots of questions ,I was 100 percent satisfied satisfied
Felt the service was conducted well and certainly gave me positive suggestions on how to hopefully improve my mobility.
Everything was fine don't need to improve on anything service was good and also treatment and advice was good.
Everything was fine don't need to improve on anything service was good and also treatment and advice was good.
Seen on time/ Physio interested and knowledgeable
Connor was very thorough and professional and also very thoughtful when asking questions and advising on how to do the necessary exercises. I felt he understood what my problems were
Connor was very thorough and professional and also very thoughtful when asking questions and advising on how to do the necessary exercises. I felt he understood what my problems were
It was excellent service from start to finish, friendly receptionist and Connor the physiotherapist was so caring and interested in my pain levels etc .
The physiotherapist Sadie was excellent.she took time out to explain all about my needs.her attention to detail was brilliant,my thanks go out to the young lady and the system she is part of..thank you...
Sadie is very thorough and listens to me and I felt confident in her care .
Every thing start to finish
Physiotherapist really listened to my problem and really reassured me. He sent me some exercises to complete straight after the phone call which I was really impressed with. Very pleased with the prompt reply
The lady was lovely and very informative.
The information I was given will help me with pain management.
I was seen on time and given a thorough assessment on my 1st visit ..I was given exercises which helped me improve my second visit today was not rushed and I felt like a person not a number. Excellent service
I was given good information and a print out to aid the recovery of my finger
Had a phone call and was speaking to a lady she is very friendly gave good customer service skills on the phone excellent
Felt everything explained well
Everything explained to me in language i understood Thorough
I found it very helpful. As I have not received any help or support After my operation.
Connor was very knowledgeable and polite, put me at ease and was happy to take the time to explain conditions, do a thorough assessment and provide solutions.
Very considerate and kind experienced is very good answer any questions that high add or concerns new exactly what to do to get me walking , Very knowledgeable very encouraging could not have asked for anyone better to have looked after me many thanks for the national service been brilliant , Turn up believe well the operation went in the treatment afterwards walking about now doing a couple of miles a day turn up believe the change in my life

MSK Physiotherapy - East Riding Community Hospital Summary

Number of responses: 70

Experience	Amount	Percentage
Very good	60	85.714%
Good	9	12.857%
Neither good nor poor	1	1.429%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	69	98.571%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	1.429%

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



## Comments

Very professional physio who explained everything very well. No improvements required
The student physio seemed very inexperienced and didn't seem to listen to my concerns just proceeded in a very text book manner she didn't even examine or look at the area that was hurting me just watched me move (through my fleece)
Nothing. LUCY was extremely efficient. Very knowledgeable and an asset to the NHS
Very encouraging and helpful.
I was happy with the service I received I felt listened to and got some advice re exercises
Very good treatment.
Lucie explained everything layman's terms so I understood exactly what I needed to do in the future She was great from the very first session to our final one today Professional, clear communication and punctual every time.
Knowledgeable physio, encouraging, kind and friendly but also appropriately cautious
Very informative and helpful suggestions
Good straightforward instructions to get back mobility of hand
Everything was excellent. The only possible improvement I would say is maybe some 'hands on' physio or is this not considered as needed? Thank you.
Very clear advice and understanding.
Eliza the physio is an excellent listener and responds with practical simple advice and goal setting.
Eliza the physio is an excellent listener and responds with practical simple advice and goal setting.
The Physiotherapists was friendly, yet professional and knowledgeable. She suggested a good range of exercises and after reviewing my progress, a suggested a realistic range of extension tasks to help with my continued improvement. NHS Physiotherapy seems to be all exercised based now, but sometimes, some actual physical manipulation, or massage would be helpful, as provided by private Physiotherapists. Also sending exercise programs by email, assumes you have a printer at home,or can get out to print them off.
Very friendly, caring and informative. Explained everything to me very clearly in what exercises I need to do and what actions are needed going forward for my condition.
It was all good
As usual had good advice and have been given some new exercises to help with getting stronger.after my knee replacement. Looking forward to trying some new exercises.
Smitta has been excellent in her analysis and treatment of my ankle problems
Courteous service. Helpful advice. Easy to arrange.
Eliza was really friendly and gave me some really useful advice. She also provided me with really clear exercises to help me with mobility of my shoulder injury. She explained them at the appointment and then sent me a follow up document with an explanation of the exercises on.
Physio very motivational and helpful
The physiotherapist was very knowledgeable and gave me lot's of advice on how to make my knee manageable until I get my face to face appointment. She sent me some exercises to do.
The person I spoke with on the phone was professional ,knowledgeable and extremely polite. However I would like to have a face to face visit and a scan to actually see what has happened to my back.
Friendly, informative and helpful
Friendly, knowledgeable staff that take time to listen and explain.
Ver thorough and most helpful.
Punctual, thoughtful. I thought the physiotherapists were caring and professional.
It was not a visit, it was a telephone call. It seems strange to give physiotherapy without seeing the patient! Having seen my GP then a specialist nurse in person nothing seemed to be added by a phone call from physiotherapist
Very good, and discussed with me every step of treatment.
Nothing... Jenny was brilliant
Very nice lady who saw me very professional
Detailed explanation I was able to understand
This was my second visit to Physio today and it was as Excellent as the first! Thank You
I wasn't waiting long before I was seen. Eliza who saw me was welcoming and friendly. She was very professional and she explained everything well so I could understand.
Very assuring and supportive. Helped me to become more motivated to work on my well-being. Thank you :)
Absolute EXCELLENT Service! The Physiotherapist Eliza was so professional, caring and knowledgeable. I was given time and not felt rushed at all. The Department was lovely and clean and appointments on time. Eliza is a credit to the Physio Department. THANK YOU.
Eliza was extremely informative and knowledgeable. She was able to show me how my injury was affecting me and why. I finally feel that I may be able to reduce my shoulder pain and perhaps even get rid of it all together
Arrived early for appointment but not called in until 12 min after appointment time
I have we who were waiting would like the cafe opened again please
It was a really helpful appointment the lady I spoke to was very helpful and understanding and gave me great advice and easy home exercise's I can't think of anything that would of improved it because it was great Thank you
Prompt and friendly response.

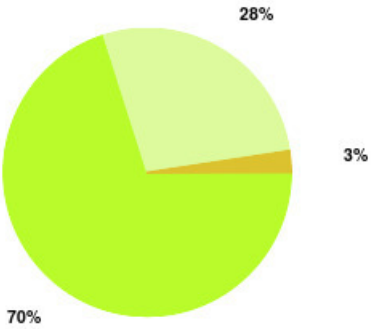
I felt totally confident that I was treated as an individual and was given exercises tailored to me.
the lady asked good clear questions.Gave me help and was kind.thank you.
the lady asked good clear questions.Gave me help and was kind.thank you.
Gave me confidence of mobility of my injury, positive attitude which I feel can be achieved.
Very supportive and encouraging.
My physio is so accommodating and fully explains how each exercise will help my recovery.
Physiotherapist was very pleasant and efficient. Was given good advice. No waiting. Can't think how it could be improved.
The practioner was very helpful and offered me good advice.
I was treated well and details explained very well, all in all a very pleasant experience and hopefully the information will help solve my problems
Very thorough; excellent. No improvements needed.
Good discussion about my progress, and helpful information how to go forward to my next appointment.
I was spoken to and had things explained to me in a manner that I could understand. Any questions were answered. I was very happy with the assistance and advise given throughout my visits
Extremely respectful & helpful.

MSK Physiotherapy - Goole & District Hospital Summary

Number of responses: 40

Experience	Amount	Percentage
Very good	28	70.000%
Good	11	27.500%
Neither good nor poor	1	2.500%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	39	97.500%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	2.500%

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



## Comments

Rang on time, discussed condition and advised exercises. Very pleasant therapist Hazel and she offered 6 weeks to do exercises. Given option to have face to face physio if I want it.
Very informative and listened to my explanation of how I did my injury. also asked what treati had had up to now . She advised what the action plan should be .
Very informative and listened to my explanation of how I did my injury. also asked what treati had had up to now . She advised what the action plan should be .
The best experience of physio I have ever had. Very pleasant lady who took time to put me at ease and take all my details. I felt that she was interested in me and wanted to give me good service. Everything was explained well and so we're the reasons for the treatment. On this occasion I don't think anything could be improved. Thank you Hazel at Goole Hospital.
Alex explained the exercises clearly . She is able to give me confidence to try to improve.
Consultation was excellent. Advice was very good
The lady I saw was very helpful and based on the information she had she gave me some good exercises to start me off with whilst she contacted my consultant for further information.
I have no suggested improvements. The PT I saw was polite, helpful, patient and caring. I wasn't on the waiting list long before I was seen. The whole service so far has been excellent.
Alex is always happy to help you and explains things to you so you understand your injury properly
The department was easy accessible and My therapist put me at ease, explained things very well and took the time to listen to my concerns
Very detailed assessment of my condition and accurate diagnosis of problems sympathetic treatment No obvious improvement s needed
Very friendly and put me at ease. Thought she was very knowledgeable. Worth attending the visit.
Very understanding and gave clear directions and help for carrying out my exercises.
Very kind person. No issues.
Appointment in time. Clearly explained exercises to do.. Easy to park.
Very professional, reassuring, helpful and informative.
My visit helped me a lot. Nothing could be improved as was all explained to me very well
Prompt appointment, thorough checks
To be physically shown how to do the excersise and the posture needed was very helpful. I would prefer to go again after a couple of weeks to check I am continuing to do things correctly. When in pain my posture can revert back and I don't always recognise it.
Clear and to the point
Really friendly and helpful. Gave me lots of advice and exercises to improve my movement and get swelling down. Keep up the good work you all do.
Friendly physio. On time. Explained thoroughly. Just been looking on website to try and download the specific exercises given by the physio - but they don't appear to be there. Maybe a handout with the required exercises - particularly as the patient is 91.
Good - quality of physio Bad - lack of personnel at reception
Good - service provided Bad -lack of personnel at reception
On time. Time to ask questions and listen to my answers. Decent assessment and good explanation of excercises.
On time, listened, answered concerns. No improvement needed thank you.
Perfect. Listen to you and good advise. Very friendly. Couldn't fault it
Phone conversation only
Phone conversation only
Lovely approachable therapist who understood how the trauma of an RTA had affected me. Her encouragement of exercises she provided made all the difference to my recovery. Many thanks
I don't know how you could improve it but the conversation and what I was shown to do I think it will help so that's the reason why I said it was a good appointment
Hazel is an excellent physio and listens to my concerns and acts to help my issues. No improvement required

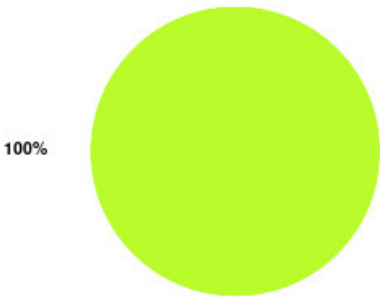


MSK Physiotherapy - Hessle Health Centre Summary

Number of responses: 11

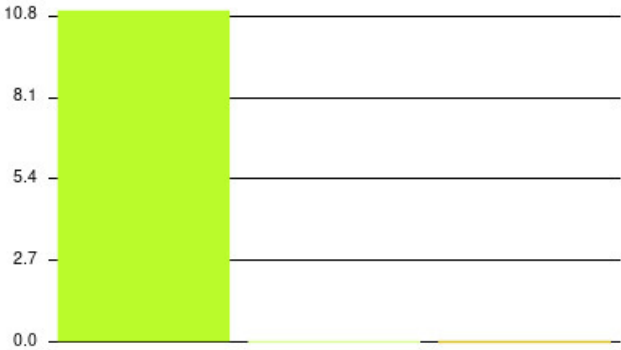
Experience	Amount	Percentage
Very good	11	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



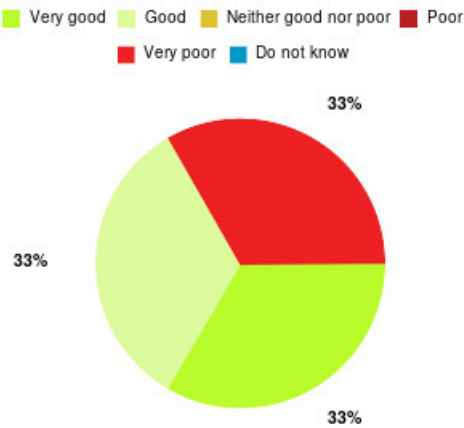
Comments

All information was delivered in a language I understood couldn't have asked for more
Extremely thorough couldn't really be improved.
Excellent service and very informative.
Physio listened and was able to give advise and instructions on what to do to and get to help.
Physio listened and was able to give advise and instructions on what to do to and get to help.
The physiotherapist listened to my concerns and helped me
As always Johannes is brilliant at explaining things clearly. He tries every angle to help. Kind and courteous too.
My appointment was pretty much on time. Johann was very thorough. He was familiar with my complaint and was able to suggest more exercises to progress my recovery. He was able to answer any questions that I asked.
Nothing could be improved, it was first class

MSK Physiotherapy - Hornsea Cottage Hospital Summary

Number of responses: 3

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



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



Comments

When attending a physiotherapy appointment following major surgery I was expecting a bit of a 'workout' to get the muscles going and to push recovery. I'm afraid to say, apart from answering lots of questions for the completion of an online form and a quick look at my wound nothing of a physical nature was forthcoming. I paid to go private now and won't bother with our local NHS services as don't think it's fit for purpose.

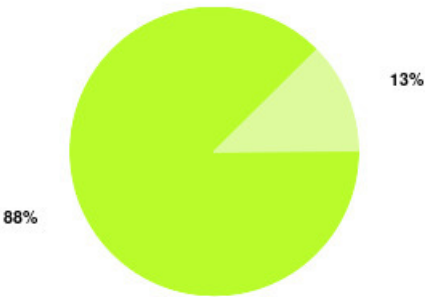
Very friendly helpful and was kind

MSK Physiotherapy - Withernsea Hospital Summary

Number of responses: 8

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

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



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

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



Comments

Mr Sanchez tried several times to telephone me today; I missed a few calls as I was driving and I really appreciate Mr Sanchez trying really hard to contact me as it was a withheld number so I would have been stuck to return the call. Overall Mr Sanchez and one of his colleagues have been super helpful.
The visit was very informative and Johan was very pleasant and made the visit stress free. Good.
The staff was friendly, the doctor was really good and helpful and friendly and answered all my questions. It's really good to be able to get a face to face appointment and be able to be checked properly by the physio doctor.
I had really good advice from Johann the physiotherapist exactly what I needed. Thank you.
Very informative and thorough
Nothing wrong with the unit or service. However this unit or other offered units are not in anyway local to home (Prestpn)
Prompt knowledgable service.

NHS Continuing Healthcare Summary

Number of responses: 0

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

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

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Night Care Service (EOL) Summary

Number of responses: 0

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

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

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OccWellbeing Summary

Number of responses: 0

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

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

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Oral Health (SH) Summary

Number of responses: 0

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

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

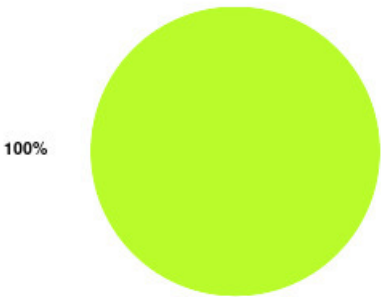
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Oral Health Promotion Team Summary

Number of responses: 21

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

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



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

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



## Comments

Pass on information / leaflets to others / staff / events/ photographic evidence. Get feedback from parents / careers / staff. I found this training very interesting and learnt a few things myself.

Sycamore Home - By documentation in care plans and inputting and putting into practice and competency checked. Enjoyed course, useful information for staff, for personal and work environment.

Woodland Care Home - Good knowledge about distractor techniques for clients. Also good knowledge about what things are out there to get for clients. I didn't know about sterident use. Overall the course was good. Not a lot of people like to speak up but being able to speak to the tutor afterwards was useful.

Avocet Trust - Very informative course. They were clear and concise in delivering the training. The information was easy to take in, increasing my knowledge on the importance of oral health and how to maintain a healthy mouth.

Avocet Trust - We learnt a bit about how to try and change the clients mindset tp distracting them but also to try to show them how we do our teeth. We have problems with respite clients, it will help to try to give them a distraction while we clean their teeth.

Sycamore Home (training) - By putting it into practice with service users and myself along with competence checks.

Sycamore Home (training) - Helped me realise how important oral hygiene is and to try harder with clients who won't allow us.

Sycamore Home (training) - Focus more on residents who will usually refuse oral care. Good course.

Sycamore Home (training) - Improve the care planning. Documentation and delivery - competency checks.

Sycamore Home (training) - Document all oral care involved on daily basis and make notes on suitable times of oral care.

Put work and knowledge into practice with myself and customers. It was a pleasure listening to Tracey and gaining more knowledge.

Update support plans and all 3 customers to have an updated oral support plan completed. Enjoyed the training. Thank you.

Focus on certain residents with different products learnt more about oral care than I thought.

To use all the knowledge that I have gained excellent course!

Promote brushing correctly to customers and myself really good.

Encourage and promote more effective brushing.

In customer's daily notes. Assess with much more knowledge.

Support children tp understand the importance of oral hygiene.

Sycamore - I would try much harder going back to the residents.

Sycamore House - Putting it into practice more. Fab trainer, very informative.

Marshlands Primary - Charts will be given out to parents with the reward of a certificate when the children have completed the brushing chart. Once we have completed charts we will fill out the correct form for the oral health team to log our achievement.

Out of Hours Nursing (East Riding) Summary

Number of responses: 0

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

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

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Out of Hours Nursing (EOL) Summary

Number of responses: 0

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

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

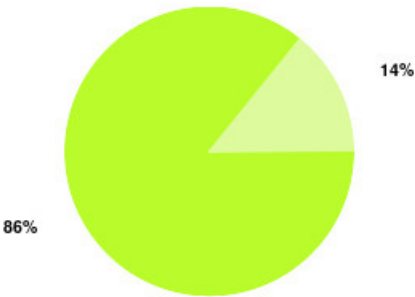
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Pain Management - ER & VoY Summary

Number of responses: 7

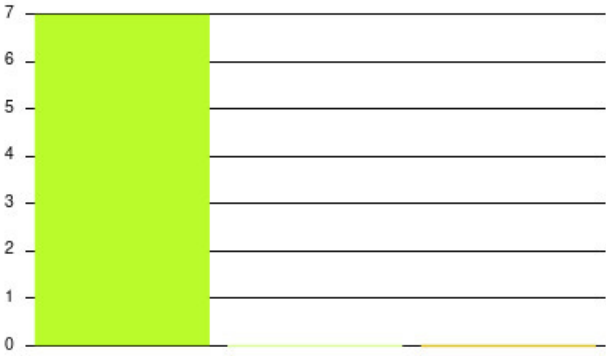
Experience	Amount	Percentage
Very good	6	85.714%
Good	1	14.286%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

On time very efficient
I rescued a phone call not a visit
Very little, Pauline have me a very clear and concise overview of the procedures regarding the pain management dept and explained what would happen ne,t
Leanne gives plenty of information as we go along. I was so grateful for this appointment to be fitted in. nothing can be improved as far as I am concerned, she knows what she is doing.
Leanne gives plenty of information as we go along. I was so grateful for this appointment to be fitted in. nothing can be improved as far as I am concerned, she knows what she is doing.

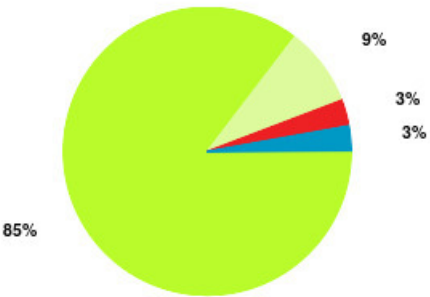


Pain Management - Hull Summary

Number of responses: 34

Experience	Amount	Percentage
Very good	29	85.294%
Good	3	8.824%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	1	2.941%
Do not know	1	2.941%

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



Experience	Amount	Percentage
Very good & Good	32	94.118%
Very poor & Poor	1	2.941%
Neither good nor poor & Do not know	1	2.941%

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



## Comments

Initial appointment and conducted via phone so difficult to offer any further feedback.
Felt the lady I spoke to was very understanding and explained things very well
I have asked for the information to be sent to my home address and NOT TO MY EMAIL ADDRESS as i have no printer and am unable to print the information off I am waiting for a tennis machine when one comes free to use
I was initially doubtful this would benefit me or I would 'be able', however, I have noticed a significant improvement mentally and physically. Vicky is extremely knowledgeable and I have learnt a lot.
Dr Saqib is a lovely doctor. She is very friendly helpful and kind. I can highly recommend her.
Thank you Danielle for sorting my blood tests with the GP
I am delighted to hear about my pain problems very carefully.
She was amazing took the time to listen to me and work out for me what to do
Good helpful advice given on medication
Friendly staff and information given was clear
Hayley I saw was so nice kind and totally explains everything I needed to know and showed me what to do to help my situation.. Nothing needs to be improved x
Face to face contact therefore understood the issues correctly so hopefully will get the correct help. The telephone conversation had not understood how much pain I was in from 3 different areas.
Because haley really understands the wide spread of my pain and the exercises she gave me are not too bad for me, my doctor doest understand my fibromyalgia like haley does and she is very understanding
Because haley really understands the wide spread of my pain and the exercises she gave me are not too bad for me, my doctor doest understand my fibromyalgia like haley does and she is very understanding
Was over moon that I'm finally getting them again
I was well treated and asked my opinion
Very informative & explained everything clearly. Not sure if there any room for improvement... service was very good.
Danielle was very patient while I explained my medical history. I found her to be very personable and able to reassure me greatly when I became upset, while still being professional throughout. I felt listened to and more positive about the outlook of my physical health then I have for a long time. I am very happy with all further options offered to me and feel they were all appropriate. I am so pleased I finally have this referral in place and even more so that Danielle was the person to call me. She was fantastic and took the time to really help a patient. Thank you Danielle.
I was seen too on time, very professional and helpful and took her time explaining things
The nurse Danielle was so very helpful and made me feel very at ease. Wonderful. Very grateful.
Friendliness experienced and professionalism
Mie mie explained all she did and she has a knack of knowing exactly where to touch to find the pain spots to mark for injections. She also advised of a charity who might be able to help me. She always shows empathy and is eager to help in any way she can.
Doctor was so understanding friendly and polite.
When i called to say i was scared to have the injection the i was told if i dont have it there is nothing else you can help me with as its the last option. It was my option an i was really scared to have it. The nurse from the first call was really good and a nice lady though.
It was just a telephone consultation but Dr Mie Mie was excellent she listened to all the problems i am experiencing at the moment with my left knee & cancelled my injections but put a very thorough plan together to get to the bottom of why the left knee has taken a turn for the worse
The nurse spoke clearly and calmly, if I was in any doubt or confusion about anything it was spoken about again
tell us how much time the interview should last

Parkinson's Hub (ICC) Summary

Number of responses: 0

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

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

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PAUL for Brain recovery Summary

Number of responses: 0

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

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

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Pharmacies Summary

Number of responses: 0

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

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

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Phlebotomy - Withernsea Hospital Summary

Number of responses: 0

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

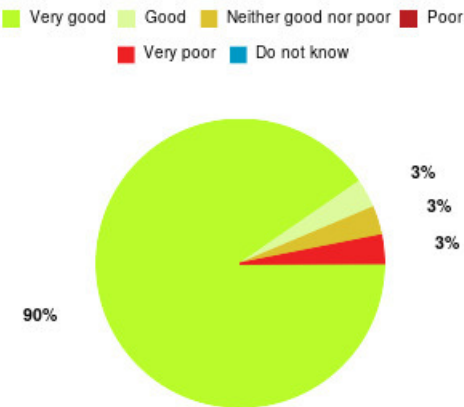
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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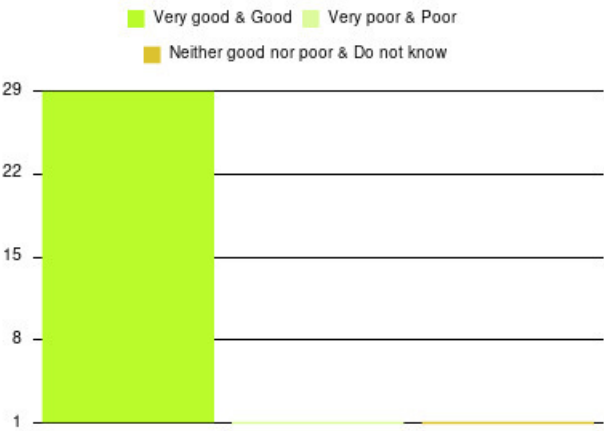
Podiatry (ER - Beverley) Summary

Number of responses: 31

Experience	Amount	Percentage
Very good	28	90.323%
Good	1	3.226%
Neither good nor poor	1	3.226%
Poor	0	0.000%
Very poor	1	3.226%
Do not know	0	0.000%



Experience	Amount	Percentage
Very good & Good	29	93.548%
Very poor & Poor	1	3.226%
Neither good nor poor & Do not know	1	3.226%



## Comments

The podiatrist was a gentleman named Chris who has worked on my feet before and who, as last time, I found to be friendly, caring, knowledgeable about his professional duties and clearly skilful. I felt very happy and relaxed to be in his care.

Extremely friendly, skilled podiatrist. Wonderful service.

Good - Compassionate, caring and professional Improvement- home visit

Very efficient and pleasantly carried out procedure by Kerry.

Excellent service throughout my visit from the friendly receptionist to the helpful and pleasant podiatrist. Nothing to improve.

Very kind and knowledgeable. Kept me fully informed and engaged throughout the appointment.

The podiatrist was very pleasant, caring, and we had a good conversation throughout my visit. He was efficient when booking my next appointment and the visit was a good one. No complaints at all. I was seen at the appointed time.

Pleasant chap. Job well done. Not easy to do this questionnaire on a phone.

Pleasant and efficient practitioner but even after attending clinic for many years she had no record of my medication. Also appointment times are too far apart.

Everything was good about it, the staff were lovely, the treatment excellent, thank you so much all of you.

As always the staff were relaxed, friendly and professional, providing a calm and informative environment.

Staff extremely friendly and efficient,

Excellent quick and very efficient. The young lady was charming and very nice.

The visit was very good. I believe the next appointment is in 4 months time and would have liked an appointment sooner if it was possible. The lady advised me to buy E45 cream which I found very helpful

The visit was very good. I believe the next appointment is in 4 months time and would have liked an appointment sooner if it was possible. The lady advised me to buy E45 cream which I found very helpful

Very friendly staff, helpful, informative and supportive.

Very friendly and chatty and helpful

Good

No improvement

Welcoming podiatrist looked after my feet well.

My appointment was on time I was made to feel welcome and my treatment was given in a very professional manner, I am looking forward to my next visit.

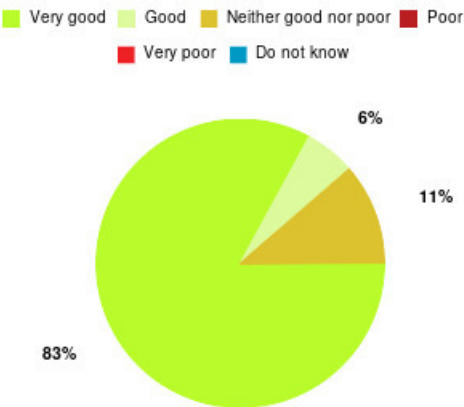
Nice lady. Good interpersonal skills



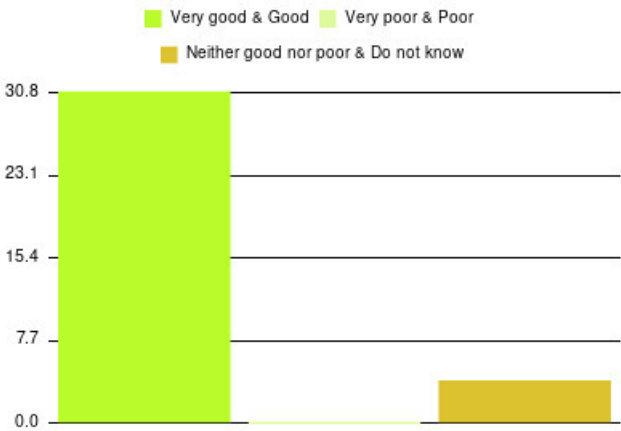
Podiatry (ER - Bridlington) Summary

Number of responses: 35

Experience	Amount	Percentage
Very good	29	82.857%
Good	2	5.714%
Neither good nor poor	4	11.429%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%



Experience	Amount	Percentage
Very good & Good	31	88.571%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	4	11.429%



## Comments

I had to come home & remove a sharp bit of in growing toe nail & longer nails that had not been cut. I asked for hard skin cutting off from the ball of my feet as the Diabetic Nurse at my Doctors said it was too thick & could not feel the Doppler through it..Not sure if it's due to lack of time of the appointment.. but I feel minimal job was done.

Nothing could be improved, very good service

Very pleasant and efficient t

Attentive nurse very clean surgery and informative reception thank you

I was seen on time and the podiatrist was friendly.

Excellent Simon knew exactly what my problem was. Plus able to help me continue getting about with soles. Then MRI ultra sound then injections directly instead of waiting. Just waiting for an appointment.

Appointment was on time Podiatrist was experienced in fitting orthotics Gave instructions on how to 'break them in' Very polite Cheerful

Chris explained everything in detail and easy to understand and I felt instant relief from my feet, thank you Chris

I am very impressed with all services after moving in the area 2 years ago. The podiatry service is excellent and i was looked after in a very organised and friendly department. The health care is so well organised and i am very impressed.

I didn't have to wait too long & was seen almost on time. There were two healthcare foot people working together so the less experienced could deal with the easier stuff. The bad thing was hardly any time spent with the more experienced professional & therefore less time for him to spot more serious problems. They rely heavily on the patient pointing out problems, which not all patients can do. Less time actually allowed for appointments I think making hard if a lengthier process/treatment needed. Maybe an extra built in break would help a catch-up if needed. I had no problems, but have mentioned things that I see as a patient, could help this new system.

Podiatrist always friendly but professional. Goes out of her way to help wherever she can. Always asks pertinent questions during visit.

Very helpful help you as much as they can

As always everything very good

Always helpful makes a fantastic job of my feet feel looked after

On time. Safe environment. Next appointment made before I left. Advice given for aftercare

Helpful, and polite

Didn't get to the root of the problems, waiting for a consultation

Once I saw the podiatrist the treatment was excellent. However, despite checking in at 1.25, it wa after 2 when I was seen. I believe there was a mix-up with the appointments and I was seen last, despite being the first to arrive. Also an extra was seen before me.

One of the best things is being able to see the same person subsequent visits, I have seen Chris many times and am ALWAYS pleased when he is on duty, he does an excellent job and is always polite and pleasant!

Podiatrist very knowledgeable and very good at his job. Goes that extra mile to help.

On time and a very pleasant young lady

Always prompt, friendly and does not rush you Nothing very good service

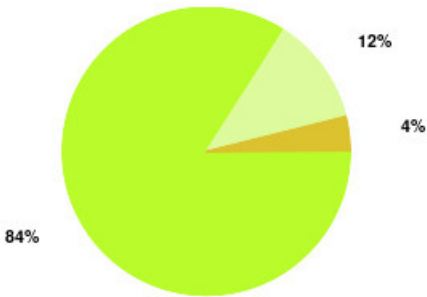
Nothing everything was great

Podiatry (ER - Driffield) Summary

Number of responses: 25

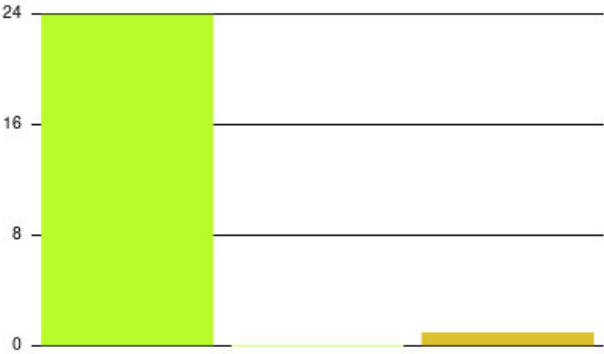
Experience	Amount	Percentage
Very good	21	84.000%
Good	3	12.000%
Neither good nor poor	1	4.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	24	96.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	4.000%

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



Comments

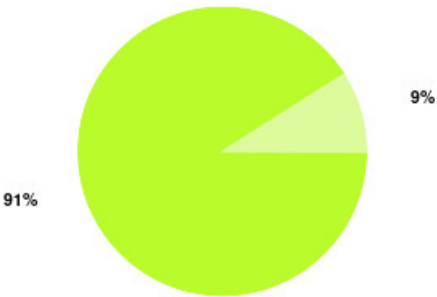
Everything was very good very satisfied with it all thank you. I cant think of any improvements to be made all was good
The lady was polite and just got on with it and was good at what she was doin thankyou
Nothing to improve excellent service very thorough
I had to wait a while but I couldn't fault the service at all.The nurse was lovely and caring and very helpful .Thank you
My podiatrist was very thorough and Professional.
On time, polite and efficient
Punctual. Friendly knowledgeable. Some way to check in. Very unnerving to just sit down
Excellent service, on time and wonderful customer service skills. Good knowledge of requirements and very personable.
Same person as last visit so comfortable with each other nothing could be improved
Quick efficient and painless
Appointment on time nurse very friendly
Not much very good service
Ruth and Caroline absolutely put put 100% into looking after my feet today. So caring and upstanding it's pleasure to visit podiatry when they have so much time to listen and understand how much pain I am in.
Friendly staff
Hannah is an exceptional podiatrist who is always kind.
Excellent service. Very polite staff.
Very good the appointment for the 19th of July is ok thank you t
The lady that cut my nails was lovely nothing can be improved everything was good the lady was very nice
Available in our local hospital. Appointment on time. Pleasant, efficient Podiatrist. Happy with it all

Podiatry (ER - Goole) Summary

Number of responses: 11

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

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



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

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



Comments

The staff are so knowledgeable polite and helpful in the way that they help you that you have full confidence in what they are telling you and make you feel at ease.
Excellent knowledgeable practitioner with helpful advise and treatment administered.
Staff so helpful. Appt at very short notice. Sorted all my needs and made me feel a lot better in myself
Very gentle,as feet in pain all the time,and quick so less time the better for me.
Shorter times between appointment
Very good Very pleasant nurse
The appointment was on time the chiropodist was courteous and efficient would recommend him to anyone

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Podiatry (ER - Hedon/Rosedale) Summary

Number of responses: 0

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

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

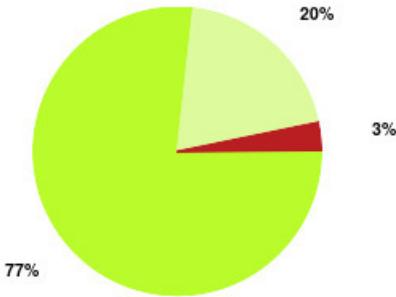
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Podiatry (ER - Hesse) Summary

Number of responses: 30

Experience	Amount	Percentage
Very good	23	76.667%
Good	6	20.000%
Neither good nor poor	0	0.000%
Poor	1	3.333%
Very poor	0	0.000%
Do 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	96.667%
Very poor & Poor	1	3.333%
Neither good nor poor & Do not know	0	0.000%

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





## Comments

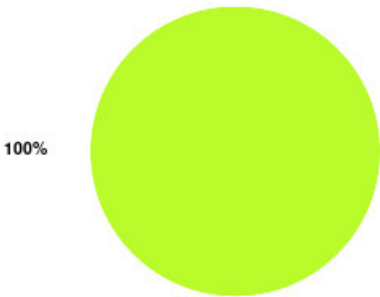
On time and very thorough
Professional friendly understanding on-time helpful
I am happy with the treatment I received. I was however expecting to see Andrew, but he was not there. Friendly staff
Antony was very pleasant, sociable and professional.
Polite staff, always helpful
Two very helpful young ladies. I am always happy to have my next appointment made for me. I wouldn't change anything.
Informative and identified a problem which will be taken further.
I was seen to the same day after my concern over my toe
The physician was very helpful and friendly, he advised me of how to resolve my issue going forward and explained the reasons for it. The only way the experience was unsatisfactory was that the building was poorly sign posted and there was no one on reception. After i spoke to multiple members of staff it took another patient to tell me where to sit and wait.
Excellent, nothing to improve
I was pleased with my visit to yor clinic at Hessle. The assistant was chatty and very pleasant. I was pleased with the treatment
This practitioner is probably the best you have. She takes more time and care than any other person i have seen. I would be prepared to travel to Withernsra for my next appointment. She should run the service it would then improve
This practitioner is probably the best you have. She takes more time and care than any other person i have seen. I would be prepared to travel to Withernsra for my next appointment. She should run the service it would then improve
On time good work done by pleasant lady.
On time good work done by pleasant lady.
Lidia was very caring n efficient. She had a excellent approach to patient care . She is an excellent example for your service.
A nice gentleman from Goole stood in for Julie who was unwell. The purpose behind my appointment was to fit rubber padding to a pair of BIO SKIVE Prosthetic shoe inners that I had paid for myself. The gentleman could not find the correct thickness of rubber, he fitted rubber that was too thick and hurt my foot which makes them unusable! Would it be possible to have the right thickness of rubber fitted please?
Seen to on time and very professional staff.
Friendly and efficient very polite couldn't do anymore
Mo improvement needed very kind considerate young man
This was the first nhs service in a long time that took their time, cared, actually listened to what I had to say.
Perfect young lady
Great service
Absolutely amazing very impressive
Very thorough and explained everything well. Both members of the team were informative and very understanding about the amount of pain such a small ulcer was causing

Podiatry (ER - Home visits) 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

Everything was excellent. Can't see any room for improvement.
Always polite and treats us with companion and respect .
The Podiatrist was excellent. She was friendly, understanding and efficient. She made our feet feel very comfortable and addressed the problems we had very quickly. We couldn't have asked for more. We could do with more professionals like this lady. Thank you

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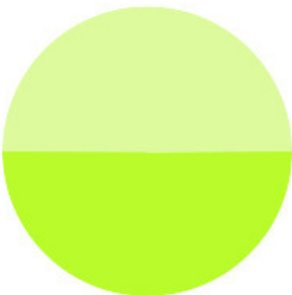
Podiatry (ER - Hornsea) Summary

Number of responses: 2

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

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

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



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



Comments

Communication service and experience.

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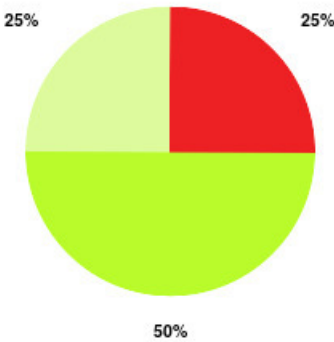
Podiatry (ER - Market Weighton) Summary

Number of responses: 4

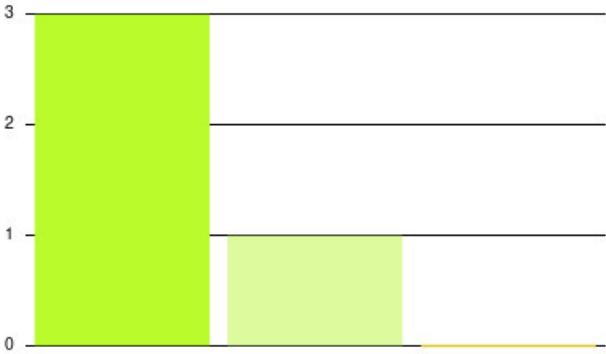
Experience	Amount	Percentage
Very good	2	50.000%
Good	1	25.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	1	25.000%
Do not know	0	0.000%

Experience	Amount	Percentage
Very good & Good	3	75.000%
Very poor & Poor	1	25.000%
Neither good nor poor & Do not know	0	0.000%

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



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



Comments

The lady was so nice and good best ever I've had

No one turned up. I had to ring to ask if they were still coming. I was told my appointment had been cancelled. I was told someone would ring me back. I'm still waiting.

Chropodist was friendly and helpful my feet are a lot more comfortable. Overall the service is brilliant thank you.

Podiatry (ER - MSK) Summary

Number of responses: 0

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

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

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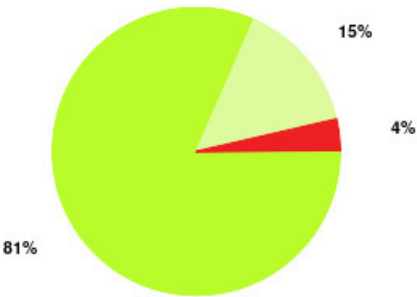


Podiatry (ER - Withernsea) Summary

Number of responses: 27

Experience	Amount	Percentage
Very good	22	81.481%
Good	4	14.815%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	1	3.704%
Do not know	0	0.000%

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



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

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



Comments

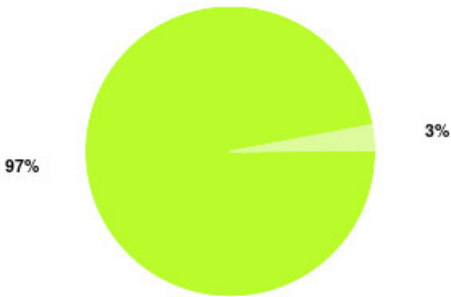
The lady I saw was very kind and friendly. Helped me. Showed me directions. And explained everything that was going to be done. Very nice lady.
They are really good, proffesional. Helpful with the services, go the extra mile.
Prompt seeing the chiropodist, nice friendly efficient service
Always helpful and plenty of time for you
It was a very good appointment and I do not feel that anything could have been done better
They always keep you advised what, and why, you are receiving your treatment and listen to your comments. It also means a lot not to have to travel any great distance. The staff are always professional but friendly.
Visit was good helpful friendly and polite staff improvement not required
Excellent service
Making me walk better
Everything was good and nothing was bad. My favourite podiatrist handled me and we go way back to the days when she looked after my first wife, now deceased though no fault of this lady. Nothing I can think of needs improvement.
Everything explained
New what was to be done, carried it out with care, good service.
Having everything explained to me as it has not happened before.
Not sure anything could be done to improve. Our Podiatrist is lovely, very friendly and very professional.
It was very okay, nothing outstanding in the way I was treated or spoken to.
My appointment wasn't on the computer because of a mix up but the staff were really friendly and helpful and I was able to be seen anyway.
I felt I was really looked after and feel I'm getting my feet sorted out
Very friendly professional and efficient plus very thorough.
Excellent service can't think of anything that would improve it

Podiatry (Hull - Allam Diabetes Centre) Summary

Number of responses: 33

Experience	Amount	Percentage
Very good	32	96.970%
Good	1	3.030%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do 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

The diabetes podiatrists were very nice and very helpful too

The standard of service excellent as always

Very friendly staff very knowledgeable about me and the treatment I needed

Friendly professional and very helpful

Lovely ladies efficient and helpful.. can't improve perfection.

The way they welcome me and the way I was treated with the upmost care and attention. And they where so understanding.

Excellent treatment and fantastic staff. They put you at ease straight away. Car parking was the only problem, so what's new at HRI.

My visit was the same standard as always ,excellent very good team can not praise them enough

Cheerful. Enewetak straight away what the problem was and got straight on and solved it. Excellent!!!!

Satisfied with my treatment staff very pleasant

Called in with a problem without appointment, every member of staff from reception to treatment wrre friendly , helpful and highly professional. I was seen and treated very quickly. A fantastic service.

Friendly, efficient and reassuring service. Thank you

Great service , lovely staff ,thank you .

Great service , lovely staff ,thank you .

The girls who treated my feet were so kind, caring and professional

Very friendly and through

The staff are very welcoming And you are seen on time

Good medical care. But car park awful not enough spaces

pleasant , kind and efficient staff.

Very polite and friendly service and did a great job

My experience was just perfect

Nurses are lovely and show professionalism that far outweighs their payscale.

All good

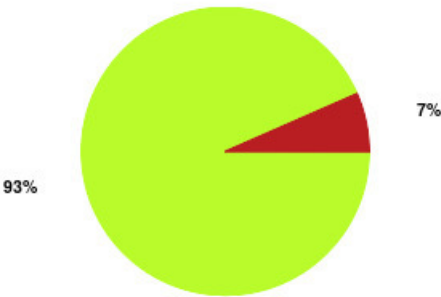
Early appointment on time Lee was very welcoming felt at ease and confident with what he had to say

Podiatry (Hull - Bransholme HC) Summary

Number of responses: 15

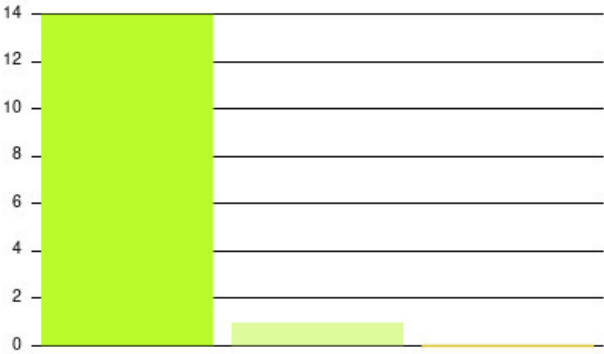
Experience	Amount	Percentage
Very good	14	93.333%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	1	6.667%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	14	93.333%
Very poor & Poor	1	6.667%
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 girls are always very pleasant and always on time
Polite helpful staff. Did the job efficiently and professionally. Very satisfied with the service.
On time and polite friendly staff
We were seen on time and everyone pleasant.
The lady I saw was very nice
No waiting very efficient very good service thank you Mr Ronald preen.
Appointment on time and friendly Podiatrist.
The visit to podiatry was excellent and the staff were lovely and smashing
The podiatrist was very professional put you at ease .
Diagnosed source of pain
Previously my nails where cut three monthly now I'm having to wait five months.

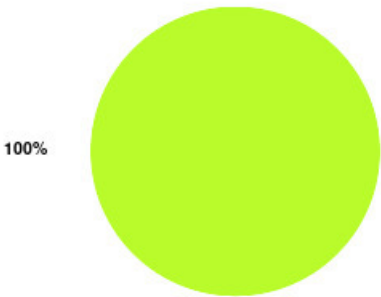
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Podiatry (Hull - Dialysis clinic) Summary

Number of responses: 1

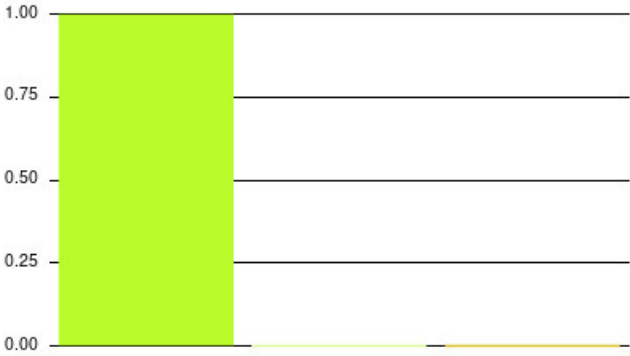
Experience	Amount	Percentage
Very good	1	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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

Lauren is a very pleasant confidant podiatrist and does an excellent job on my feet. I believe Jenny came up with the idea of providing this service to patients whilst having dialysis. A wonderful idea and Lauren is continuing to provide this wonderful service.



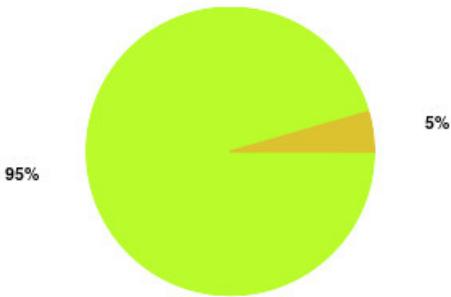


Podiatry (Hull - Elliott Chappell HC) Summary

Number of responses: 22

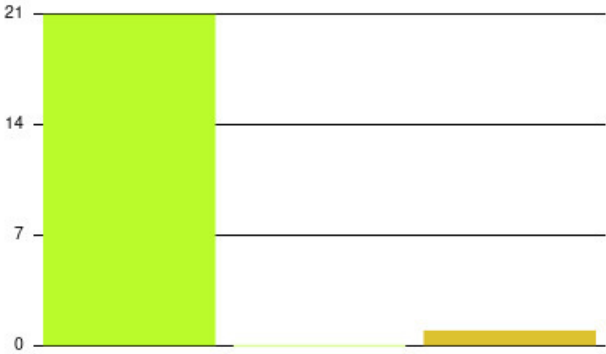
Experience	Amount	Percentage
Very good	21	95.455%
Good	0	0.000%
Neither good nor poor	1	4.545%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	21	95.455%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	4.545%

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



## Comments

I was attended to in a very friendly and efficient manner.

I have a very good experience when I went to get my nails cut very experienced and kind nurse.

Caring and professional

The podiatrist went above and beyond to help me on this morning's appointment It was very much appreciated and was extremely helpful

The last Visit I had with Podiatry it was a very successful Visit , the Nurse's that looked after my FEET did a BRILLIANT JOB and I thank them for all They did for me so that I can walk a bit better until my next visit to the Podiatry, which I think that my next Appointment should be next month in APRIL 2022, this year...

Friendly professional staff made me feel comfortable.

Staff were fantastic Holly has been fantastic with mum all through her treatment. At our appointment Holly had a nurse that was close to completing her training and she was great as well. We have had no problems with how we have been treated during our appointments your staff are an absolute credit to the NHS. Kind regards.

People were very compassionate, understood all problems, caring and fulfilled our needs

The nurses were very efficient explained the procedure they was performing, tthey put my grandson at ease and were very friendly .Hats off to you girls .

Was very calming and put me right at ease. Ladies were lovely!!!

The nurse knew what she was doing .

That the podiatrist takes notice of what you say you have gone to the Clinic for! And then treats the appropriate area's!!

Quick, efficient and a pleasure to be with a very good team .

Professional and caring

Holly was very kind and patient and was very reassuring she had a student in with her and the way she was training her was very impressive indeed

Podiatry (Hull - HMP Hull) Summary

Number of responses: 0

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

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

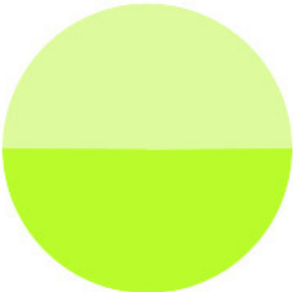
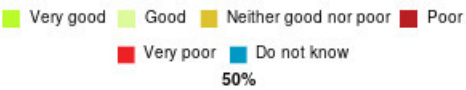
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Podiatry (Hull - Home visits) Summary

Number of responses: 2

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

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



50%



Comments

Knowledge and friendliness of staff
Very good visit Couldn't improve it.

---

Podiatry (Hull - Homeless Service) Summary

Number of responses: 0

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

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

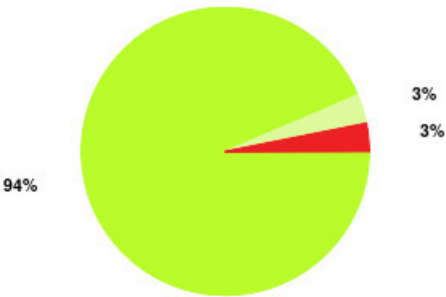
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Podiatry (Hull - Longhill HC) Summary

Number of responses: 31

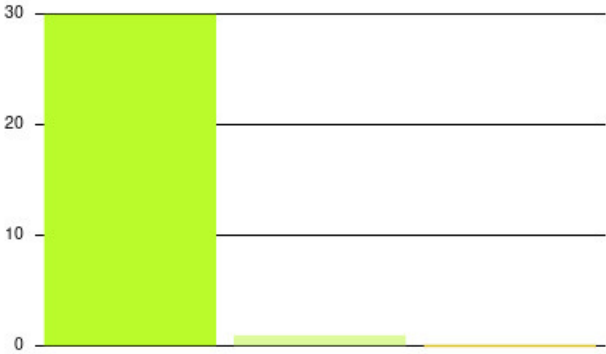
Experience	Amount	Percentage
Very good	29	93.548%
Good	1	3.226%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	1	3.226%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	30	96.774%
Very poor & Poor	1	3.226%
Neither good nor poor & Do not know	0	0.000%

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



## Comments

Not a lot was kept waiting 35mins then saw the podiatrist for less than 10mins
Friendly professional service. Put stressed patient at ease - thank you.
Good behaviour, good service
Visit was good . Podiatrist was very good / patient with my 91 year old Mother .
Pleasant professional service on time as usual.
The girl was very pleasant and gentle I have always had good service from longhill podiatry
The girl was very pleasant and gentle I have always had good service from longhill podiatry
Everything thanks
Very professional and kind.. Change is not needed in my opinion
Polite friendly staff. Explained clearly what they were going to do. Very efficient.
Was welcomed by a lovely young woman put at ease immediately. Such a caring nature and did a first class treatment on my feet.
Friendly and polite staff, clean buildings.
Everything is going well thank you
Fast, friendly & efficient.
Good advice given, took time to do proper job and engaged in friendly conversation
Absolutely spot on
Pleasant podiatrist very friendly
The person that looked after me was very professional and empathise with my condition
Excellent service very polite podiatrist
Podiatrist was friendly, professional and helpful
Friendly made me feel at ease. Professional
Not waiting to long very pleasant practioner very good al round service
Nice friendly professional lady first class thank you
The times I between visits have to deal with myself after 2 months.

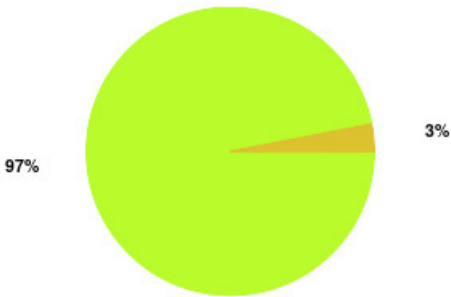


Podiatry (Hull - Morrill St) Summary

Number of responses: 32

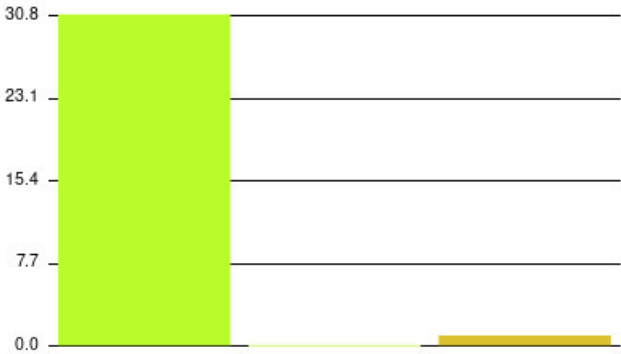
Experience	Amount	Percentage
Very good	31	96.875%
Good	0	0.000%
Neither good nor poor	1	3.125%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	31	96.875%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	1	3.125%

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



Comments

I felt welcomed and podiatrist was warm and easy to talk to
Good service and very helpful
Every thing was good in fact Jane was excellent no complaints at all Look forward to meeting her again
I could not ask for a better service
The podiatrist was friendly, knowledgeable and made me feel comfortable. A great experience
Very good and professional
1st Class service. Credit to NHS. Sociable, very pleasant, caring, thorough, cannot fault service.
Careful and considerate attention. Everything is good
Everything
Appointment was on time the lady made me welcome, she was very careful with everything she did,
The podiatrist was knowledgeable and friendly in demeanour, making the experience a pleasure
Podiatrist very kind and caring. My feet feel very good now.
The ladies where really nice n took time on my feet
Very good person knew what they were doing. They were very good at making me at ease .
U can't make it better very polite and friendly
My Podiatrist is amazing and my appointments are always on time. The best treatment and support is always given and nothing is too much trouble.
As usual everything was good
The whole experience was very good
I was able to have my feet sorted out
Our nails were cut short and feet were examined by podiatrist.

Podiatry (Hull - Nail clinic) Summary

Number of responses: 0

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

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

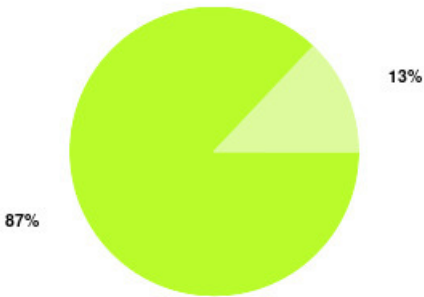
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Podiatry (Hull - Newington HC) Summary

Number of responses: 23

Experience	Amount	Percentage
Very good	20	86.957%
Good	3	13.043%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

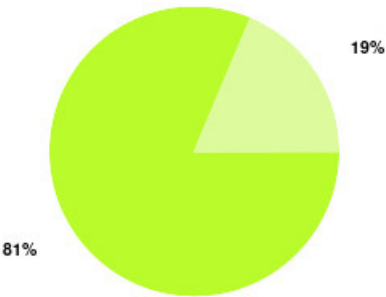
Everything was good
Was on time and efficient podiatrist and friendly
Seen on time Professional and gentle treatment
Pleasant surroundings and staff. Convenient location and appointment time.
The practitioner really knew her stuff, quick but very efficient. My feet feel wonderful. I have nothing but praise for your podiatry service
very efficient and h elpful
Really nothing could be improved.Lovely and informative podiatrist in Cole,student was informative also.I was straight in and straight out again and have no complaints.
Was on time quick and efficient
Nothing could be improved. Holly is very thorough and attentive.
The lady that attended to me was very professional and made me feel very comfortable. As far as she was concerned no improvement is needed
The young lady I saw was warm and friendly and did a great job on my feet I really can't imagine improvement because the service was faultless so a big thank you for being there.
Friendly professional and informative.
Always ready to get my feet done
Podiatrist very helpful, friendly and courteous, and very efficient
The young lady was very attentive &helpful, as I am quite unsteady. Nothing could be improved apart from the waiting time inbetween. My nails were very long &kept catching everything.
The chiropodist was very pleasant and looked after me well. My feet are certainly feeling much better now.

Podiatry (Hull - Orchard Centre) Summary

Number of responses: 16

Experience	Amount	Percentage
Very good	13	81.250%
Good	3	18.750%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

The service was excellent and very efficient.
Very satisfied with the procedure and met 2 lovely staff, Faith and Hollie. Thankyou.
Can't fault the service and the nurse was lovely.
Very professional, excellent service
Podiatrist was very informative
Nothing
Cesar - Podiatrist - Things done that not done previously, attention to detail very thorough.
Everything was good no complaints
Prompt appointment time, with a very professional and courteous manner.
My feet feel a lot better
Very thorough, tested all my circulation,and pulses very gentle.whilst cutting my nails ,felt comfortable ,very professional,
Very knowledgeable and proactive
every thing was OK, did have not long to wait thankz
The podiatrist was lovely however my appointment was 35 minutes late which caused some problems at home as my husband has carers in I was very late returning home I have booked another appointment early in the morning Hopefully the appointment will be on time

Podiatry (Hull - Rheumatology H.R.I.) Summary

Number of responses: 0

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

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

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Podiatry (Hull - Terry St) Summary

Number of responses: 0

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

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

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Podiatry (Hull - The Crossings) Summary

Number of responses: 0

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

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

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Podiatry (Hull - Ward visits) Summary

Number of responses: 0

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

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

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Prison Healthcare: DART (Hull) Summary

Number of responses: 0

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

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

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Prison Healthcare: DART (Humber) Summary

Number of responses: 0

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

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

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Prison Healthcare: Dental (Hull) Summary

Number of responses: 0

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

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

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Prison Healthcare: Dental (Humber) Summary

Number of responses: 0

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

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

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Prison Healthcare: GP (Hull) Summary

Number of responses: 0

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

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

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Prison Healthcare: GP (Humber) Summary

Number of responses: 0

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

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

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Prison Healthcare: Mental Health (Hull) Summary

Number of responses: 0

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

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

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Prison Healthcare: Mental Health (Humber) Summary

Number of responses: 0

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

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

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Prison Healthcare: Primary Care (Hull) Summary

Number of responses: 0

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

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

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Prison Healthcare: Primary Care (Humber) Summary

Number of responses: 0

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

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

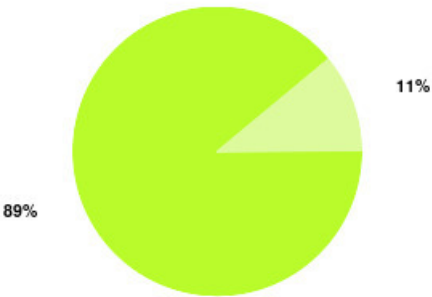
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Pulmonary Rehab (East Riding) Summary

Number of responses: 18

Experience	Amount	Percentage
Very good	16	88.889%
Good	2	11.111%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



## Comments

I was given very good advice. The people are very good. I don't think it needs any improvements.

Clear and precise questions, anything I was not sure was explained to me.

What was good, were the exercises and having somewhere regular to come. The information, encouragement, pleasant and really positive attitude from Angie and Sue was really good.

- feels has benefitted from doing the programme, has a learnt a lot about her condition and how to manage it better - will continue doing the programme and is less anxious now

Very good knowledge re COPD with helpful and encouraging ways to help manage the conditions.

Explanation of the service and been able to talk to a professional about my issues and get feedback and help and advice on what to do next. Great support nothing g to add, nothing to improve.

Enjoyed the course.

Very friendly and professional approach, making me feel at ease

Home exercises. Just wish it could have been face to face.

Clear communication and very effective. A good session, thank you

Very thorough and helpful

- has been enjoyable feels better mentor good and supportive would like face to face programme next time as she enjoys being interactive

Was good to see a person over the internet. Nothing to improve.

Angie was pleasant, informative and cheerful and very professional.

I had forgotten about my appointment due to memory issues from long covid. David rang and left a voicemail so I was able to see and hear and able to ring back and not miss my appointment. A different room for those doing zoom appointments as you can clearly hear them, whilst the other line is used and can make hearing difficult. Otherwise I would just like to say how patient and helpful the team are.

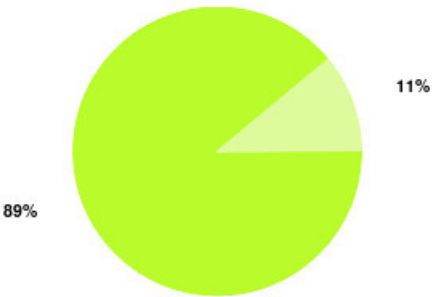
Very clear explanation of what was being asked. Friendly, polite and listening guy doing the questions

Pulmonary Rehab (Hull) Summary

Number of responses: 18

Experience	Amount	Percentage
Very good	16	88.889%
Good	2	11.111%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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





## Comments

Physiotherapy - Very good service, very helpful and could not wish for anymore.

Physiotherapy - Very good support. Thank you.

Physiotherapy - It would have been better if was in a group or one to one. I found it hard at times to get motivated and needed a push to get started.

Physiotherapy: All done by telephone and online rehab programme. Worked well for me, did not have to go out. Having to contend with other issues did hamper my ability and progress but the advice given helped me to overcome this problem somewhat and the advise was good and straight forward. Thank you.

Noting to be improved. The Doc and Staff were very very good.

Physiotherapy - I prefer face to dace or more detailed information on the exercises so that you know that you are doing them correctly, pace, effort or DVD. Printed materials to tell you the benefit of each exercise. Found the Borg scale difficult to assess so to be with a human for this would help as I was often uncertain. Looked forward to weekly phone calls to check on progress and answer questions. Kind words of reassurance were always warmly received.

Physiotherapy - Supportive and encouraging. Exercises were built up gradually to increase confidence. During the course I noticed easier breathing when walking faster. Will definitely continue with exercises due to noticeable pulmonary benefits. Thank you!

Physiotherapy - Good communication. Informative.

Physiotherapy - Nothing to add. All online and phone. Excellent service.

The person I spoke 2 was very good and gave me some really good advice and helped me with some good pointers in what 2 do

Physiotherapy - Everyone was great, really helpful and all very nice, and all the exercises have really been good for me.

Physiotherapy

Physiotherapy - Very easy to talk to over the phone, made me at ease all the time, and listen to what I was feeling.

Physiotherapy

Very friendly and easy

She was very helpful and understanding

Rossmore Stroke Beds Summary

Number of responses: 0

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

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

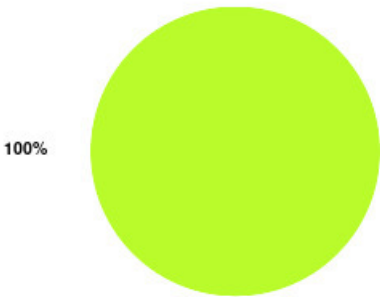
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School Health + Summary

Number of responses: 1

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

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



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

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



Comments

Jackie School Nurse for Hall Road Accadamy has being Amazing with my Son and I. Really helpfull. Really understanding and full of knowledge. Thank you. We did need the help and support. From Helen Hussey Mum.



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%

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School Nursing - PHSE Summary

Number of responses: 0

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

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

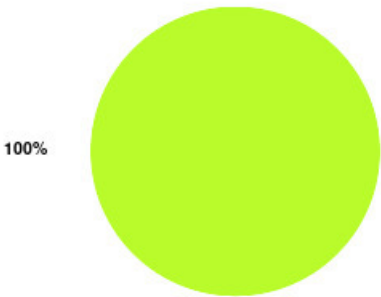
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School Nursing - School Screening Summary

Number of responses: 5

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

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



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

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



Comments

The children were checked quickly, so disruption to pupils' learning was kept at a minimum. Thank you!
The staff were lovely with the children and very accommodating of their different needs.
Very well organised.

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Sexual Health - Erectile Dysfunction (East Riding) Summary

Number of responses: 0

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

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

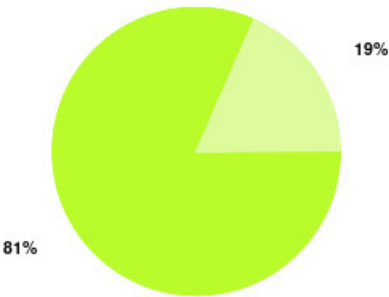
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Sexual Health - Erectile Dysfunction (Hull) Summary

Number of responses: 27

Experience	Amount	Percentage
Very good	22	81.481%
Good	5	18.519%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	27	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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



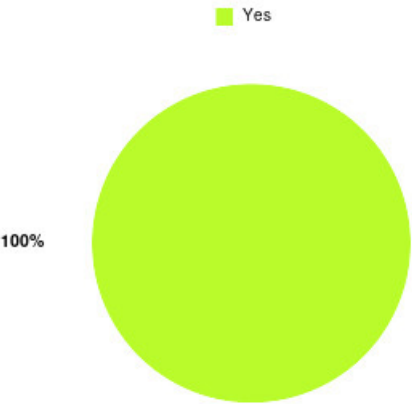
Comments

Telephone
Telephone
Telephone - Rose - First time visit. Was impressed by care taken and all solutions explained.
Telephone - Rose is very knowledgeable and understanding and puts you at ease.
Telephone - Excellent consultation. Clear advice given and I felt I was listened to.
Telephone - Nurse Rose is fantastic. Trying very hard to sort me out.
Telephone - Ashley - Easy to explain my problem and take the next step in treatment.
Telephone - Rose - She was very good and explained everything in great detail and what could help, she's starting me on some medication and going to ring me in 2 months to see how it's going.
Good understanding.
No visit - telephone hopefully get to see what I need and options.
Telephone - I was very grateful to Dr. Joshi for his help with the next steps of the issues I've been having. He's been really helpful & supportive.
Telephone - Rose - Very informative with plenty of information and friendly, would have been better face to face.
Telephone - Rose - Always helpful, pleasant and makes it easy conversing on such a sensitive issue. Very professional.
Rose was very informative.
Rose - Understanding and very knowledgeable and was sympathetic to the problem.
Telephone consultation
Telephone consultation
Telephone consultation
Telephone consultation
Telephone consultation - Rose
Dr Alli
Dr Joshi
Telephone consultation - Rose
Telephone consultation - Rose
Telephone consultation
Phone call

Additional Questions

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

Answer	Amount	Percentage
Yes	18	100.000%

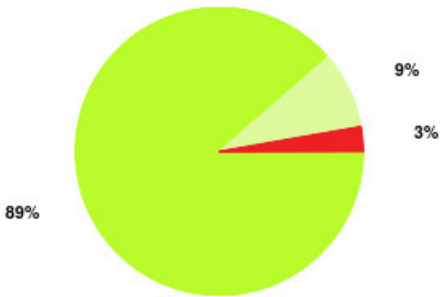


Sexual Health - GUM & Family Planning (East Riding) Summary

Number of responses: 35

Experience	Amount	Percentage
Very good	31	88.571%
Good	3	8.571%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	1	2.857%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	34	97.143%
Very poor & Poor	1	2.857%
Neither good nor poor & Do not know	0	0.000%

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



## Comments

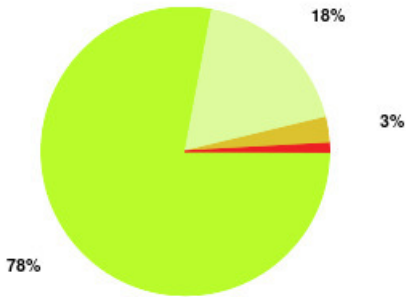
Alfred Bean Hospital - Driffield
Bartholomew HC - Goole
She was helpful, so lovely and kind.
Beverley HC - Excellent service, thank you!
Driffield
Goole HC - Kate has a lovely manner whilst being thoroughly professional. 10/10.
Goole HC - Was all good.
Goole HC - Continued excellent service from Ashley. Great that further appointments can be booked there and then.
Goole HC - Ashley, a really nice guy - Great service as always, only slight change would be not having to wait 15 mins but not bad at all.
Brid Hosp - Lucy - In and out, very quick treatment and always feel really comfortable.
Goole HC - Calm, educational and overall a no stressful experience.
Goole HC - Kate - Felt like I could be open without being judged.
Hessle Grange - Kate was very lovely and kept me distracted and calm through the process. No room for improvement, she was incredible
Goole HC - Ashley Smith - Very efficient, friendly and professional.
Goole HC - Ashley Smith - Felt comfortable and at ease.
ABH Driffield - Helen - who was absolutely lovely.
Beverley HC - Jenny put me at ease.
Beverley HC - Helen
Beverley HC
Goole HC
Beverley HC
Beverley HC
Goole HC
Hessle Grange
Goole HC
Goole HC
No problems with the appt it's self Just my appt was delayed by 1hr40 and I was only notified 3 hrs before my original time. I then had to sort childcare last minuet. My appointment the month before was delayed by over an hour due to emergency.
I attended my appointment at Hessle Grange and my contraception was not available. Therefore I now can only have sex with condoms. The appointment was arranged 2 weeks prior and I clearly stated on the telephone call that my 7 day break would finish the day of my appointment so I needed the contraception to take again straight away. Rose however was lovely and has stated she will post them through my letterbox on Friday - 2 days after the appointment. This is much appreciated. This seems to happen a lot at Hessle Grange and it's embarrassing to turn up to an arrange appointment and not get what you're meant to be provided. This has caused anxiety on my part!
Hessle Grange - Nurse was really friendly, personable and knowledgeable.
Hessle Grange - Both nurses were lovely and did a great job taking out my tricky implant.
Beverley HC - Helen and Sam put me at ease straight away as I was extremely nervous about my coil removal, but they were great!
ABH Driffield - Helen's always amazing, have the best chats and very welcoming.
Beverley HC - Staff : nice, friendly, helpful.
Hessle Grange - I can't remember the nurses name but I was the last appointment 19:30 on 23/03/22 which might help narrow it down. Quite young female nurse. The nurse was lovely, made me feel at ease. I could tell she was very knowledgeable and she told me everything I needed to know about the procedure I was having (implant fitting). It was done gently and seemed so simple. To improve all I would say is that the conifer area of the practice could be better signposted from the entrance of the building (I might have missed any signs so I might be wrong here but I don't recall seeing any as I had to ask the main GP reception) I would suggest a note should come up when you try book online to say "Come back first thing tomorrow morning to book an appointment" because it always looks like there aren't any appointments available and I had to call and sit and hold for a while thinking I was booking an appointment only to be told to go online first thing the next morning to book one. I'd also recommend a confirmation text/email to confirm the date and time of the telephone appointment (I never got one). Apart from this the system works well and was simple to use.
Beverley HC - I saw Jenny at Beverley manor road surgeries. And what a wonderful wonderful nurse who takes her job on another level. So kind, really explained stuff for me in a normal language so I can understand it. Jenny is amazing

Sexual Health - GUM & Family Planning (Hull) Summary

Number of responses: 104

Experience	Amount	Percentage
Very good	81	77.885%
Good	19	18.269%
Neither good nor poor	3	2.885%
Poor	0	0.000%
Very poor	1	0.962%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	100	96.154%
Very poor & Poor	1	0.962%
Neither good nor poor & Do not know	3	2.885%

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



## Comments

Quick service apart from had to wait on second nurse to take bloods. Had to find veins.
Telephone consultation
Professional, friendly English ladies!!
I felt very comfortable and like I was being cared for.
Dr Alli - Had an appointment, went straight in; the doctors where very kind and helpful.
Katie - Amazing and supportive nurse. Have the reassurance that I needed.
Dr Kuchimanchi and Dionne - Felt at ease, staff were caring, polite and non judgmental. Staff were professional. Five stars to the doctor and nurse. Thank you for your help today.
Very patient and friendly.
Telephone
Dr Joshi - Very quickly been able to be seen by the doctor and after by the nurses.
Very efficient service at the clinic.
Telephone - Having to wait a month or unable to book a physical appointment is terrible.
Telephone
Chloe
Telephone - She was professional, understanding and empathetic.
Bransholme HC
Very informative doctor/nurses.
Prompt and kind
Telephone
Telephone
Personal. The nurse genuinely cared.
Katie and a new starter.
Very polite and easy to understand.
The speed of the service.
Was over the phone.
Glad to try phone consultation.
Helpful. Nothing.
Helen & Jenny - Couldn't have been made to feel more welcome and at ease from Helen.
Dr Alli listened to all I had to say and put my mind at rest when he examined me. A really nice doctor. Thank you.
Telephone
Supportive and friendly. Good communication.
Rose - Could have been bit quicker to get appointment.
Staff were very helpful and friendly.
Beth - The ladies were very friendly, understanding and calming. Helped me throughout procedure.
Staff were very patient.
Gavin - Everyone was very nice and kind.
Didn't wait long and was very professional.
The nurse was lovely and explained everything I needed to know.
Nurses very professional! Kept me busy talking so i didn't feel much pain while putting coil. Very happy
I'm sorry I can't remember the names but both of the ladies for my implant were so lovely, couldn't recommend enough.
didn't feel judged
Jen - Lovely manner. Gave clear and concise information.
Very organised, got seen on time and the nurse was really friendly!
Nurses very good and friendly
Jenny & Emma - The nurses was amazing and made me feel very comfortable. They was friendly and reassuring and made me feel more relaxed.
Absolutely amazing staff.
Booking the appt was very complicated and took days.
Karen - Very reassuring and lovely women, fast and efficient.

I think it was Helen! Lovely. Polite. Comforting and reassuring regarding my coil troubles.

Tonian - Everything was good and nothing could be improved.

Kate was lovely, very helpful and informative. Made me feel at ease.

Very nice and kind and organised and calming.

Telephone consultation - Tonian - Informative and answered all my questions.

Helen was really personable, she listened and was attentive to my needs this morning. Helen completed the health screen prior to treatment and she offered condoms and a full STI test (bloods and urine sample). I would thoroughly recommend Helen. Thank you.

The gentleman that I spoke with was very very helpful. Gave me a lot of advice regarding the general issue that I was at the appointment to address, and gave me a lot of confidence to sort out another problem that I had in that general area. Overall, a very positive experience.

Telephone consultation

Jenny - Being able to book appointments easier.

The lady I saw put me at ease straight away as I was very nervous, I had a coil removed.

The staff were very friendly.

Helen S - Friendly staff who explained the procedure well.

She really helped me get through it, getting it taken out x

Very friendly staff and seen quickly/on time.

Telephone consultation

Jenny - The nurses I saw were lovely and friendly but at the same time very professional They were very reassuring & made me feel at ease throughout my procedure which was very much needed. Cannot suggest any improvements at this time.

The idea of the phone consultation was to arrange an appointment. That wasn't available so now on a list until one is.

Spoke to Sarah on the phone, very polite and informative. Sarah was knowledgeable, polite and reassuring.

Kate & Lucy - Was both very kind, made me comfortable and gave me a full understanding.

Contraception - Trying to get a telephone appointment was the most stressful experience worse than trying to see a GP! But when I finally got one the lady was lovely and helpful.

LGBTQ+ clinic

LGBTQ+ clinic - Ashley, and since the option wasn't there above, it was for vaccinations.

Friendly staff quick and professional service.

Dr Alli - The doctor and nurse was great, place was clean and well lit.

I saw two ladies one was called Emma but can't remember the first lady's name but both were lovely! I liked how reassuring they were when I was nervous and wanted me to be as comfortable as possible while having my IUD fitted.

Dr Wokoma. And she was excellent. After been 3 times before they was finding it difficult to remove my coil. But Dr Wokoma did it today n she was brilliant!! I'm so happy. The Dr was excellent. She talked me through it and was calming.

The staff at the Conifer House are amazing and super friendly. The waiting time is very short. Keep up the great work! You make this world a better place.

Saw Ashley - Friendly service, put me at ease. Very informative with great eye contact. Very pleased with this service.

After months of suffering I finally received a diagnosis from Gavin. He is an asset to the NHS. Thank you so much for your help.



Sexual Health - Outreach (East Riding) Summary

Number of responses: 0

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

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

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Sexual Health - Outreach (Hull) Summary

Number of responses: 0

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

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

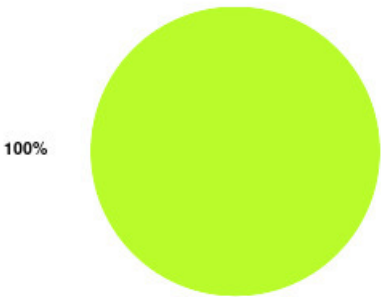
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Sexual Health - Ultrasound (Hull) Summary

Number of responses: 2

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

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



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

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



Comments

Extremely kind staff who clearly care for their patients, they could be more calm in an emergency situation.

The staff were very friendly and comforting.

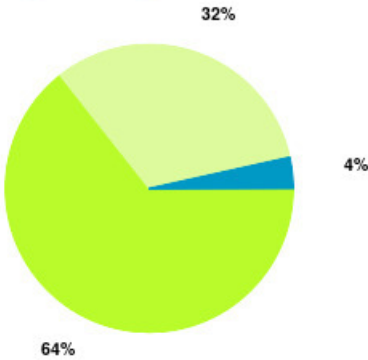
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Sexual Health - Unplanned Pregnancy Service Summary

Number of responses: 28

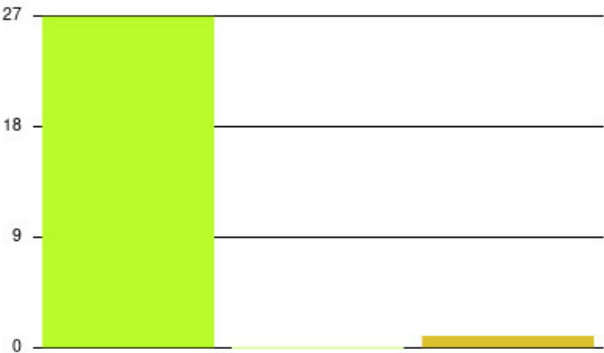
Experience	Amount	Percentage
Very good	18	64.286%
Good	9	32.143%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	1	3.571%

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



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

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



Comments

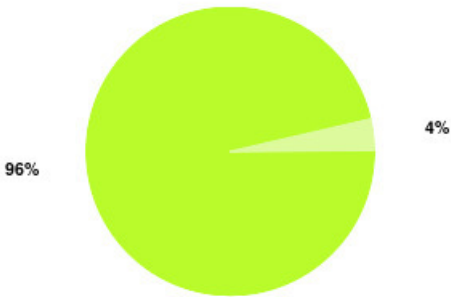
Both my appointments have been a really positive experience considering the circumstances. Both times I've had really sweet and considerate nurses that were not judgemental whatsoever, would really recommend the Wilberforce centre.
Lesley - Supportive and clearly explained to me.
Lesley - Quick and answered all questions and was polite.
Lesley - Very good! Talked me through everything.
Very helpful and polite during service.
Nurse was lovely and empathetic.
A little less attitude from staff.
I didn't visit the clinic, I had a telephone consultation. I had a few problems after the procedure and spoke to a lovely nurse (Lesley I think her name was) she was lovely and put my mind at ease.
Telephone consultation - The lady (can't remember name) was very kind and informative.
Lesley - I was well looked after, the nurse was very nice and made me feel comfy.
Lesley - Very friendly and helpful staff.

Sexual Health - Vasectomy (Hull) Summary

Number of responses: 54

Experience	Amount	Percentage
Very good	52	96.296%
Good	2	3.704%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	54	100.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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



## Comments

Dr Alli & Sarah - Absolutely brilliant, no pain at all. Fantastic staff made me feel comfortable and reassured that everything was fine. Great and very informative of aftercare. Very professional, couldn't fault them at all.

Both Toni and Dr Alli were very comforting. I have been nervous all day but they both put me at extreme ease. Procedure went really well, not painful. Would recommend to anybody considering. Thank you.

Dr Alli & Sarah - Very pleasant experience in a strange way. Nothing to improve. Everything is perfect as it is.

Dr Alli, Beth & Dani - Very friendly staff, made feel at ease.

Dr Alli & Beth - The staff were very friendly and reassuring. Provided a good and comfortable service.

Dr Alli & Tonian - Was straight in after only a short wait. Whole process was very efficient and quick and can't say that anything could have been improved to be honest. Excellent.

Very good. Felt at ease with doctor and nurse.

Dr Alli & Jackie - Very good service; made to feel comfy and relaxed. Quick, professional operation.

Dr Alli & Tonian - Made to feel welcome and relaxed. Nice staff who put you at ease.

Dr Alli & Tonian - Brilliant staff, really helps. Very clear! Thanks!

Dr Alli & Tonian - All the time I was here. I was looked after and made to feel comfortable. The only downside was the football teams they supported #Liverpool.

Dr Alli & Dani - Staff were professional and helpful. Not sure what could be improved a this was my first experience of this procedure and hopefully my last!

Dr Alli & Dani - Very good service, I felt at ease for the whole procedure. Fantastic people, only cared about how I felt. Thank you.

Dr Alli & Dani - Friendly service that made me feel at ease and comfortable.

Dr Alli & Tonian - Wonderful service. Very quick, friendly and helpful staff. Dr Alli was very reassuring throughout. Thank you.

Dr Alli & Tonian - Excellent experience. Made to feel very comfortable.

Dr Alli & Tonian - Very reassuring surgeon and nurse. Very informative.

Dr Alli & Ruth - It was way better than I was expecting. Thank you.

Dr Alli & Tonian - Very good staff; good job.

Dr Alli & Tonian - Really friendly, polite and helpful. Gave me all the information needed. Made sure I was never in any discomfort.

DR Alli & Tonian - I was talk to and make to feel at ease; very helpful. Thank you.

Dr Alli & Tonian - To be honest, I didn't know what to expect but the staff are very friendly and reassuring. The procedure was quick and had no problems at all. I can't think of any improvements.

Dr Alli & Jackie - Dr Alli was really helpful in making sure I knew all the information and risks involved with the procedure and his assistant was really nice and calming, keeping me talking all the way through the procedure.

Dr Alli & Jackie - Very good, friendly service.

Telephone consultation.

Would not recommend you to advise people to sit down to have a wee after surgery.

Dr Alli & Tonian - Very quick process throughout. Music is very good and really needed as a distraction. Both Doctor and Tonian lovely throughout.

Dr Alli

Dr Alli - Polite friendly and helpful. Gave all the advice. Made sure I was not in any discomfort.

Very friendly experience.

Dr Alli & Tonian - Nothing else to improve. Staff very friendly.

Dr Alli & Donna - Doctor and assistant very informative and friendly. Procedure went very well.

Dr Alli & Donna - Very good communication and listening. Calmed me down and was a funny crew which added to my experience.

Dr Alli, Donna & Victoria - Nothing could be improved. All the staff were really friendly and made you feel relaxed. Could tell they gauged how I was feeling and reacted to that. A highly professional team.

Dr Alli & Vicki - The staff and doctor were brilliant and very welcoming and helpful. Made the experience really calming.

Dr Alli & Vicki - Very relaxed atmosphere which puts you at ease.

Dr Alli, Donna & Victoria - Very happy with operation. Brilliant doctor.

Dr Alli, Donna & Victoria - Amazing service, friendly and helpful and a much better experience than I was expecting.

Dr Alli, Donna & Victoria - All staff very welcoming, pleasant and reassuring.

Dr Alli, Tonian & Vicki - The staff were brilliant and made me very comfortable.

Dr Alli, Tonian & Vicki - Excellent staff, reassured me and pain free experience. 10 out of 10.

Dr Alli & Tonian & Vicki - Good from start to finish.

Dr Alli - Promptly seen and friendly staff.

Dr Alli, Donna & Victoria - Brilliant staff, made me feel comfortable in a very awkward situation, but overall fantastic.

Dr Alli, Donna & Tonian - Thoroughly professional. Reassuring bedside manner.

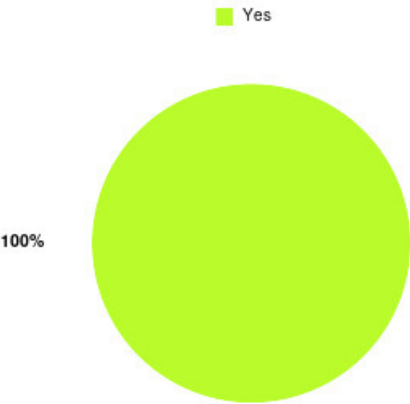


Dr Alli & Tonian - Excellent! Very friendly and efficient.
Dr Alli - Very quick and doctor and nurse very good, very professional. Extremely happy.
Dr Alli - The staff were very friendly. The procedure was quick and painless.
Dr Alli, Mel and Dani - Great help and assistance. Informative and helpful. Looked after me and reassure me.
Dr Alli, Mel and Dani - Made to feel at ease, the procedure was quick with Dr Alli explaining the process throughout. After care in recovery was very good.
Dr Alli, Mel and Dani - Very friendly team, fast and helpful.

Additional Questions

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

Answer	Amount	Percentage
Yes	5	100.000%

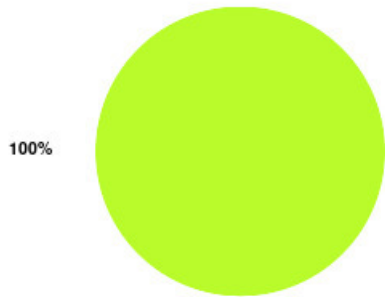


Sexual Health - Women's Health (East Riding) Summary

Number of responses: 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

Beverley HC - The staff were very welcoming and made me feel less anxious than I was. Trying to organise what I needed on line was difficult until I managed to speak to someone.

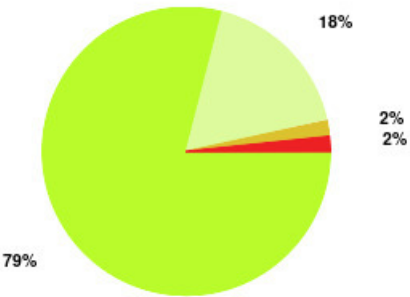
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Sexual Health - Women's Health (Hull) Summary

Number of responses: 57

Experience	Amount	Percentage
Very good	45	78.947%
Good	10	17.544%
Neither good nor poor	1	1.754%
Poor	0	0.000%
Very poor	1	1.754%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	55	96.491%
Very poor & Poor	1	1.754%
Neither good nor poor & Do not know	1	1.754%

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



Comments

After speaking to 3 different people and explaining exactly what was wrong, then a nurse contacting my 15 year old child to then be told because they don't have a boyfriend as they are gay that there isn't anything they can do, I think your triage system needs to be looked at as all they wanted was help due to bad periods, they was left in tears after this conversation as because they thought they was gay that they wouldn't help!
Jenny - From booking in at the reception to seeing the nurse all staff were friendly. Nurse made me very comfortable and at ease, informed me with every thing I needed to know. I would definitely recommend this service.
Very good!
LD clinic - Dr Wokoma - All the staff were lovely and made me feel very happy. I don't think anything needs to be changed.
Dr Wokoma - It is brilliant and essential that we have to keep the Menopause clinic in Hull!! Very happy with service!
Telephone - Dr Angela Wright - The Dr always listens and sets realistic expectations about treatment. She explains options well and has communicated well with other Drs.
Telephone - Dr Angela Wright - The overall information Angela gave and she listened to my needs. I found her understanding and very helpful.
Easy to speak with. That there is help out there for woman going through menopause.
Telephone - The person was very understanding and listened to what I was saying. I felt as if she cared about what I'm going through and not just moaning.
Telephone - They listened and were very informative.
Telephone - Perhaps video calls if face to face is not possible?
Telephone
Telephone - Dr Wokoma - Invaluable specialist knowledge.
Dr Wokoma - Thorough initial discussion and understanding Medical staff, excellent timely follow ups, punctuality on delivery of service and communication with own GP.
Telephone - I felt listened too and received good advice and recommendations.
All good.
Telephone - Dr Russell - Time was taken during consultation Options were discussed My own views & preferences were listened to Clear plan for next steps outlined.
Telephone - Dr Wokoma - Be seen face to face rather than telephone conversation.
Tel appt Dr. Russell - Understanding and advice/information.
Telephone
Telephone - Dr Ajith took the time to listen and I'm pleased with the way forward and outcome.
Jenny
Telephone
Telephone - Kindness and openness to listen to me.
Dr Wokoma - She listens to me & takes what I tell her seriously. More regular appointments would be helpful.
Telephone
Telephone - Dr Angela & Dr Amy - Dr Angela was very easy to chat to. Full explanation given on all topics relating to my concerns.
Telephone
Dr Wright
Telephone
Very helpful got answers to questions s which I needed to know, find it better speaking face to face rather then on a telephone like my GP surgery.
Telephone - Dr Ajith
Telephone
Telephone
Telephone - Dr Singh - Not too long to wait for an appointment. The Doctor was very knowledgeable and listened to my experience and explained everything fully.
Telephone - Nothing, very helpful.
Telephone - Suggested treatment & advice to follow.
Telephone - Consultant gave lots of information and she was very friendly.
Telephone - Empathy and acknowledgment. Treatment options.
Telephone - Dr Russell - The Dr listened and replied in clear understanding instructions and a very pleasant telephone manner, clear and precise.
Telephone - Understanding.
Visits to clinic & telephone consultations have been very helpful. Dr Wokoma was very professional & patient with appropriate quiet humour which helped relax me. She took time to listen to & answer my (& my husbands) concerns. I really appreciated her clear explanations & reasoning when discussing treatment options.
Dr Russell called me on time and was very friendly and helpful. She listened to me and provided good advice. She seemed a really pleasant lady. Only downside to the service was the way I was informed about the appointment. I was called by a lovely sounding girl called Simone from a "health centre". Unfortunately I was at work in full PPE each time she called, so she left a vague message asking me to call and confirm the appointment. Each time I called there was no reply and no answer machine. I had no idea what this appointment was for. I deal with my elderly mothers medical appointments too (she has a brain tumor/diabetes etc), so was calling these departments to try and ascertain if it related to my mum. I received a threatening text message telling me that if I didn't confirm I would be taken off the books!! I eventually got through the night before the appointment. This created lots of stress when I really didn't need it. Could you have an answer machine for patients to leave a message?

Good Assurance symptoms are normal/as they should be. Pace of change is yours, no rush. Next phase advice. "Could do better" Timing: appointment was 15.30, we were seen about 17.10. Rather a large difference.

Jenny was very polite she went through the procedure very thoroughly always made sure I understand what the procedure going to be & what was going to happen reassured me if I was unsure about anything that I could ring the unit at anytime Staff in the unit very polite The unit was very clean.

Appointment was amazing, but it's six weeks later and I still haven't received the letter from the doctor which will allow me to be prescribed the medication. I have called and called. Once got an answer and the lady said she would sort it but still no letter. I have emailed twice and still no response or letter!

Angela Wright - The consultation was thorough and a positive experience and I have provided the following feedback in that context. The person I spoke to was very knowledgeable and informative, offered a range of advice and referred to the evidence base. She allowed time for me to think through the options. Although Angela introduced herself and (I think) said she was a medical assistant, I wasn't sure what this meant and would liked to have known whether this meant she was a nurse/ahp/physician associate etc. I'm happy to be seen by any health care practitioner who is an expert in the area, but would like to have known more about their role. The telephone call was about an hour after the appointment time and I was worried I was going to miss a work meeting - however it still took much less time than a face to face appointment which is positive and I understand the pressure on appointment times. Overall a very good service - thanks.

Answered all my queries, also opened up new avenues to explore.

I didn't see anyone it was telephone based. Dr Pushpa Ajith. I would like to have seen someone face to face .

Jenny - The nurses were extremely professional and friendly and explained everything well.

Nurse was lovely as I was very nervous.

Telephone consultation - I felt that good progress was made towards getting a diagnosis of my medical problem

Jenny and her colleague were friendly and she explained everything. Would have been helpful if someone could have advised the clinic was running late. Despite advising reception I was there I did wonder if i was in the right place .

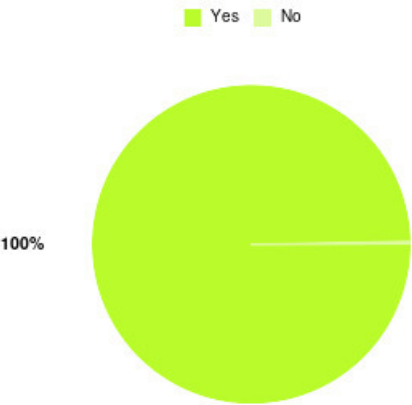
Telephone consultation

Kate and rose I think - So kind and made me feel very comfortable especially as it was my first time having a speculum inserted

Additional Questions

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

Answer	Amount	Percentage
Yes	258	99.614%
No	1	0.386%

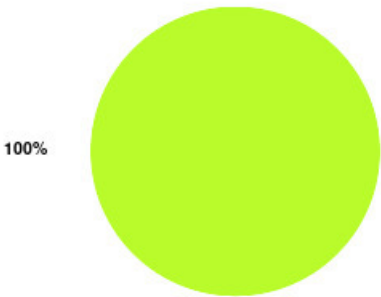


Smokefree (Knowsley) Summary

Number of responses: 21

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

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



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

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



## Comments

Rita West - As it was only phone appointment it's hard to comment honestly.

Rita West - Help me so much recommend it to anyone. Rita was great really and supported me.

Rita West - Very helpful and understanding caring, considerate and knowledgeable.

Rita West - Very helpful advice and support.

Rita West - Very friendly and very good advice.

Phil Parker - It's great as it is.

Phil Parker - No improvement needed, very good service very helpful.

Phil Parker - Nothing, all good.

Paul Dillon-Smith - Fantastic, great support and easy to talk to.

Paul Dillon-Smith - Very friendly and no rush.

Paul Dillon-Smith - Phone me up every week see how am getting on. Same person calls every week which is good.

Paul Dillon-Smith - Paul is always very helpful and caring and very patient.

Paul Dillon-Smith - Paul always called me when he said he would, and was encouraging and very support full and helpful, at all times.

Paul Dillon-Smith - I always feel very supported and I think that's important so happy and grateful.

Paul Dillon-Smith - Find it very helpful adviser very encouraging and supportive at first lets you go your own pace as it is hard after smoking for so long but lets you know it's time to thing about cutting out completely my shout no one else's. It would be good to get face to face but with COVID understand need to be safe, thanks.

Paul Dillon Smith - Getting patches, which i thought would not work but are brilliant thank you. No improvements needed you do a brilliant job.

Nicola Storey - Service is great problems with GP surgery saying the never received prescription requests.

Helen Penman - Very helpful and encouraging, good to know that they are there to help, not judge.

Deborah Hayman - Thanks for the wonderful support Debbie.

Deborah Hayman - Lots of encouragement.

Angela Rimmer - It can't be better. Thank you Angela.

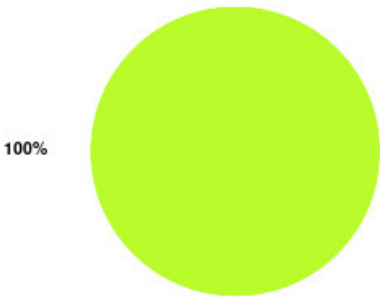


Smokefree (St Helens) Summary

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

Only had telephone appointments but very good support everytime Sandra was a star to talk to and very encouraging couldn't thank her enough thanks to her I am now a none smoker

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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%

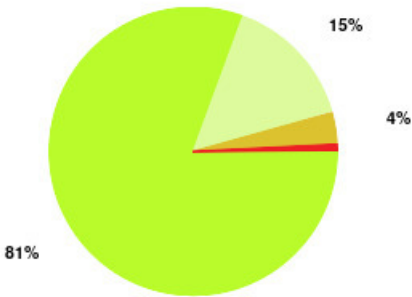
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Specialist Weight Management Services Summary

Number of responses: 113

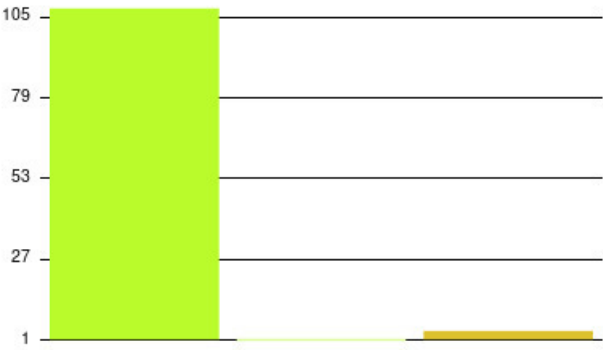
Experience	Amount	Percentage
Very good	91	80.531%
Good	17	15.044%
Neither good nor poor	4	3.540%
Poor	0	0.000%
Very poor	1	0.885%
Do not know	0	0.000%

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



Experience	Amount	Percentage
Very good & Good	108	95.575%
Very poor & Poor	1	0.885%
Neither good nor poor & Do not know	4	3.540%

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



## Comments

Informative
Jo was very nice and explained everything to me and I quickly received a phone call with my appointments. I was very happy with the service I received.
Very informative xx
Still was unsure about what was supposed to happen next until I had to ask and it was explained I think more should be explained into what the appointment is about and what happens next other than that staff were friendly and polite but I'm still unsure about how it all works
The lady was very patient and listened to me.
Verry welcoming and supportive thankyou
The lady on the phone was very polite
Information was very helpful nothing everything was great
No full explanation of how I he service works and what will happen
I had appointment with very nice specialist. We speak about my problem and he very good explain me step by step what can I do to change in my diet to make result what I want. First 4 kg gone in one month. I wanna say again Thank You
Everything was very good about my visit I can't complain about anything,
My consultation was very helpful and Alex is very supportive and knowledgeable on the subject
I was concerned that I was either eating the wrong things or not enough. The re assurance I got was brilliant. Many thanks
Very good
The weight specialist at the service are amazing. They listening to you, give advice and solutions. They have helped me with weight loss journey. I have come to the end of my journey with the team but I've lost weight, feel healthier and have to tools to carry on my journey. Big thank you to Jo, Sarahanne and Alex you are amazing xx
Explained everything to me
Nothing really
Very helpful encouraging.
the doctor has asked everything and worried about me and listened to me at all times thanks
Very good with the help and weightings, only problem is now they are closing the west Hull again for the nurses, which means travelling to the other side of the city, this is really not exceptable in today's climate, with rising fuels costs etc. We need to be able to fit the support at West Hull, why is this side always penalised?
Quick and informative
It was a telephone conversation that was very friendly and helpful
We had a great talk about my ongoing problems wit weightless and agreed some goals to achieve, I find the online chats very encouraging..
Dawn was great with Ronnie.. for a first visit that's all a mum can ask
Only thing that needs improvement is sound quality on my video chat was very poor and extremely quiet. The service itself and my dietician is faultless.
I was given the change to make an appointment for my first session. Earliest was in 7 weeks time but due it only being offered on a day I work full days I couldn't get time off. I finally made the appointment for 10 weeks time when I have scheduled time off. It's such a long time to wait when you wake up feeling fat and a failure and go to sleep wondering if I would wake up as my fatness was out of control. I will have to suffer this for another 70 days before anyone can help me.
I get to talk about my plans and how I'm doing to help myself lose weight ,also if I have anything I need to ask or any advice I need then I know I can just ask, I also get weighed and although I'm not losing the weight as good as I want to I know the weight is still coming off .
I was told it was the first phone appointment of the course and it would be with a dietitian. This was NOT true. It was a member of staff who asked me health and diet questions!! I could have answered all these questions via email or paper copy weeks ago! Member of staff then said I would be added to the waiting list for next appointment in approx 8 weeks!!! I had already waited 6 weeks. Totally NOT acceptable to treat me this way.
Tina was very nice and knowledgeable we talked about a lot of ways to vary my diet and I don't think it can be improved on
Very informative and the staff involved very good
The person I spoke to was lovely and friendly and put me at my ease they went through everything with me told me the different people I would be seeing and explained all what was going to happen while with you The lady was great and very helpful it was easy to talk to her
Mark put Ronnie at ease straight away and he's looking forward to working with him
Seeing everyone on the same day
Seeing everyone the same day
Very gud people
Always polite and helpful. Seem genuinely interested in your health and life.
Couldn't ask for anything better she was really really helpful as all the team have been
I got a lot of ideas and also I got backup if I need it
The person I spoke to was lovely and friendly and put me at my ease they went through everything with me told me the different people I would be seeing and explained all what was going to happen while with you The lady was great and very helpful it was easy to talk to her
They had the time to listen to me they don't need to improve
Very nice concerned people that don't expect miracles
On arrival I did not have to wait long to be seen I was in and out with in 20 mins
On arrival I did not have to wait long to be seen I was in and out with in 20 mins

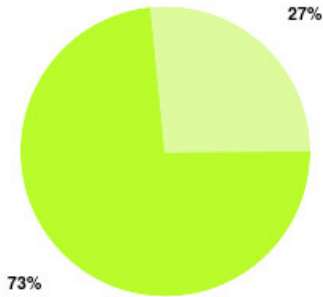
I didn't like the question what do you want from our service , I don't think that c question should be asked , more of this is what we can help with
Friendliness of dawn and her advice
Was really pleased with my weight appointment with the Dietician felt comfortable talking to them both about my weight problem really understanding and felt at ease,thank you for a great service.
It was excellent
Jo was very good and asked me lots of questions about my health and eating habits. She rang at the appointed time and the questionnaire was about 1/2 hour from start to finish. I would recommend this course for weight management.
Very helpful
Very good service
I am in a wheelchair, but luckily I can stand for a minute or so, because the lift is narrow, so anybody who has no mobility may struggle so maybe a room downstairs could help
I found being face to face helped enormously, felt I was listened to and Alex was very clear and made me feel confident in the progress I was doing and felt confident in going forward
Very understanding and put my son at ease, explained to my son why she was asking questions and she was there to help him.
Positive feed and thoughts of moving forward.
Really good, really helpful with my child. Thanks
My visit was good , we talked about my diet and the dietitian suggested cutting down on certain foods.... It could have been improved by the diatician giving me an eating plan to follow....
I had a video consultation not a visit
Difficult to improve on.
It covered loads of stuff which will benefit me in the long tearm spot on advice great consultant with team
Very helpful and friendly
Very informative and helpful.
Good communication looking good.
Nothing really given good advice
I felt I was being heard and it was positive feedback in how I am doing. The advice provided is really helpful during this journey.
Absolutely great
My advisor Amy, listens and does not judge, she understands what I say and helps me find the solution I need to move forward.
I liked that he talked to my son directly and not just me, discussing and encouraging him to think of things he would like to try rather than telling him. It made my son feel more in control, as he made his own decsions with guidance from me, and grown up.
The information give
The information give
Easy to communicate with & had lost of knowledge
Luckily we was able to stillndona full assessment as someone had cancelled their appointment, as i was sent to the wrong floor. And eas late by 20 mins
Helpful and informative
Alex is great and gives me loads of ideas of different exercises and is very easy to talk to. He knows his job very well
Everyone was very friendly and very understanding of my situation. I'm looking forward to working closely with the team to loose my weight.
Mine was a video call and very reassuring that I was doing things right

Speech and Language Therapy (East Riding) Summary

Number of responses: 15

Experience	Amount	Percentage
Very good	11	73.333%
Good	4	26.667%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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



Comments

Very nice young lady who knew her job. She spent time explaining and listening. I don't think there can be any improvement, as it was more than good.
Very thorough and efficient. Prompt attendance on time for appointment at home.
I received a 'phone call which was relaxed, comprehensive and well-informed. The nurse was sympathetic and very professional. At no time did I feel I was being 'hurried up' and throughout I felt she was genuinely concerned with my case and made a number of useful suggestions. I was very satisfied with my interaction and look forward to our next call in six weeks to two months.
I had a visit at home from Jo Rebeats to investigate fits I had experienced on occasions, brought on I think by some foods (fruits in particular) and drinks. Jo observed me eating a cracker and drinking some water and then made recommendations to deal with the problem. Altogether very helpful.
The nurses involved in my swallowing were very kind, and talked through the process of helping to get me better. I was shown a small film of my swallowing which was very interesting, and I thank them for their patience and help.
Have found the whole experience well organised and totally efficient in all that they did to help my mum. Nothing was too much trouble!
I saw Vanessa Turnbull for initial assessment after self referral. Excellent, considered appt and very good, kind approach and efficient in her dealings. Waiting now for appt with ENT for vocal chord assessment.
Very efficient and prompt, but 6 month wait after referral from ENT for first appointment. Exercises and advice were very helpful.
Very pleasant and professional, what was suggested 3 months ago worked and no more treatment necessary.
Was listened to and therefore able to assess needs then creatively work a way forward to help my husband in this narrow window of opportunity. Was given new ideas to try. Friendly professional
I rang for help and advice about my mum who has dementia. The support, expertise and friendliness from Jo and Sarah was excellent, constructive and really reassuring.
The advice was good, but I prefer to stay in my room for meals as that is where I am most comfy.
Good professional service and advice.

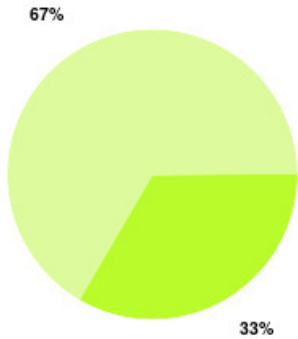


Speech and Language Therapy (Hull) Summary

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

Dealt with the issue to date and will inform GP to follow up - GP has been in touch and awaiting referral to Endoscopy Dept. Nurse that saw me was very thorough in assessing, no improvements needed.
From referral to outcome / diagnosis the SALT Team advised and demonstrated techniques to assist our clients which was extremely helpful. Easy to contact and eager to please.

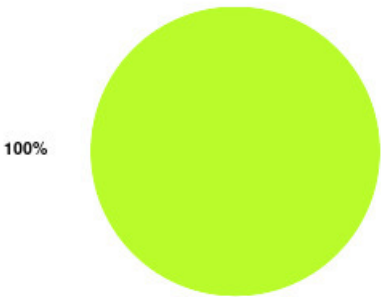
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Story Street Walk In Summary

Number of responses: 1

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

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



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

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



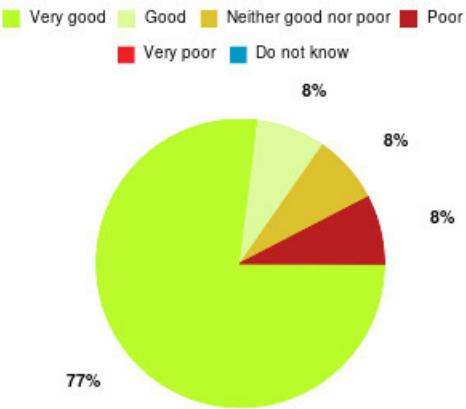
Comments

My granddaughter was seen by Rachael, Advanced Nurse Practitioner. She made her feel comfortable and at ease whilst remaining professional. She explained to me what she thought the problem was and prescribed accordingly. The whole experience at the walk in centre was brilliant; safe and organised.

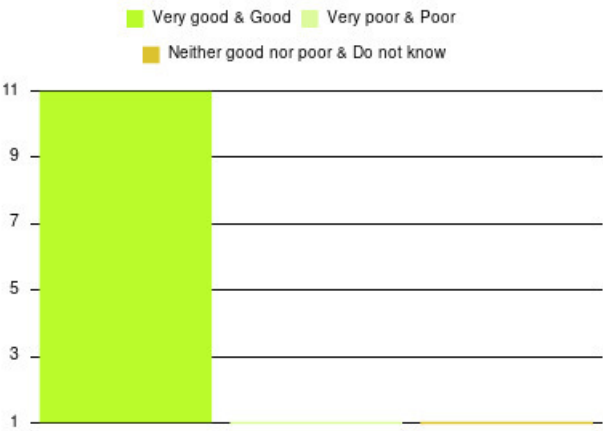
Stroke Team (East Riding) Summary

Number of responses: 13

Experience	Amount	Percentage
Very good	10	76.923%
Good	1	7.692%
Neither good nor poor	1	7.692%
Poor	1	7.692%
Very poor	0	0.000%
Do not know	0	0.000%



Experience	Amount	Percentage
Very good & Good	11	84.615%
Very poor & Poor	1	7.692%
Neither good nor poor & Do not know	1	7.692%



## Comments

The service provided by the stroke nurse and the physiotherapist was very encouraging and we appreciated their guidance. Thank you to everyone involved with my care.

Neither good nor poor.

Seeing my stroke nurse was very comforting. I was able to discuss my fears and questions about my stroke and my future condition. I would have liked her to visit more often. Thank you for your help

Never having experienced any illness before, the stroke hit my confidence very badly besides the physical problems. Having my illness explained as to what had happened and what to expect over the coming months helped immensely. The assistance given to my wife was invaluable and helped her face up to any problems we were likely to have to face. I am now able to carry out most activities albeit slower with my confidence back, and I am now driving again. Thank you so much.

Very pleased with home visit. Quick, punctual and extremely helpful and friendly.

Rachael Pymer is very friendly to mum and friendly and supportive to myself, my mum and my husband. Rachael Pymer is a stroke nurse.

The nurse who visited was very nice and really helpful.

Although Lisa was very good, I still have no confidence with my stick. Physiotherapy was useless. I had excellent physios in Scarborough Hospital on the stroke ward. To keep up with visits until you feel better.

Rachael was very good at explaining things to me and gave me good advice. Thank you for all your help.

Thank you for the help after my stroke. It has good to have face to face contact. As well as phone contact. The nurses I saw were very professional and courteous and could not have been any better.

Tracy Webb - Tracy was excellent; helpful and friendly.

A good service. Physio, OT & Stroke Nurse Tracy were excellent.

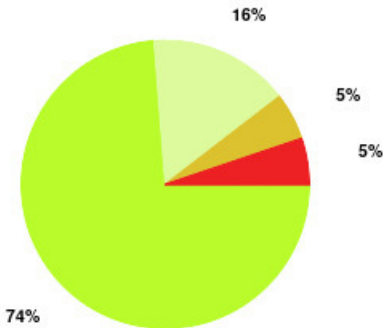
Not a thing.

Stroke Team (Hull) Summary

Number of responses: 19

Experience	Amount	Percentage
Very good	14	73.684%
Good	3	15.789%
Neither good nor poor	1	5.263%
Poor	0	0.000%
Very poor	1	5.263%
Do 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	89.474%
Very poor & Poor	1	5.263%
Neither good nor poor & Do not know	1	5.263%

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



Comments

Care was excellent. Couldn't fault it. Thank you.
Service was very poor.
We found the Stroke team aftercare second to none. Regular visits and advice were invaluable, during a stressful time. Thank you.
Nursing - Friendly, efficient and helped us when we were feeling vulnerable.
I have only praise for the nursing I received. A big thank you.
Both nurses who visited me were excellent. Easy to talk to and made me feel at ease.
Visitors always listened properly to what I needed to talk about. Gave good advice regarding my anxiety and stress levels. Really appreciated all contact from stroke support nurses.
Everything was good about my visits, always early or on time never late. Nothing to be improved as in my eyes the service is very good towards me.
Very good service. No complaints. Thank you.
Excellent care provided by Debbie & Jeanette. Both were very approachable, informative, helpful and very caring. A first class service!
I was already in HRI. My left leg. Cannot walk without Zimmer frame or walker.
Thank you to all the staff and Kathryn Tinson, thanks.
All very positive and very helpful. We found nothing needed to be improved. Helped members of the family understand a lot.
All staff were thoughtful and caring. They made sure I had all the necessary equipment to help me to get better. Excellent, couldn't improve anything! Thank you.
Excellent OT support for my husband both inpatient and outpatient. Superb example of multidisciplinary working. Thank you.



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%

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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%

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Telehealth Summary

Number of responses: 0

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

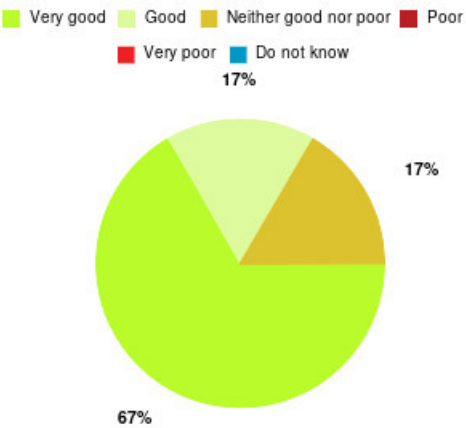
Experience	Amount	Percentage
Very good & Good	0	0.000%
Very poor & Poor	0	0.000%
Neither good nor poor & Do not know	0	0.000%

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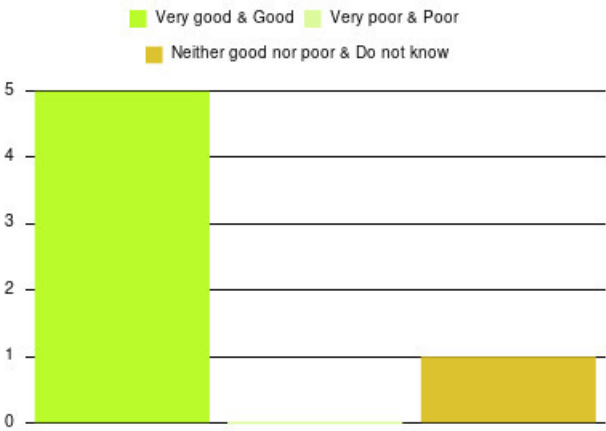
Tier 3 Specialist Weight Management (SH) Summary

Number of responses: 6

Experience	Amount	Percentage
Very good	4	66.667%
Good	1	16.667%
Neither good nor poor	1	16.667%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%



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



Comments

Things have changed a lot since I first started on this programme a few years ago. Although face to face had been stopped the service is just as good. They really are there for you as an individual. Mark was very helpful and not just on days I had appointments, I could text/email anytime for advice which is great. I appreciate all the advice and knowledge that I have been given throughout. And the course that I did weekly was very informative. Everything that I have learnt has really helped me on my journey so far. Thank you very much.

No face to face contact. Needs more tailored to person. Older tier 3 was alot better.

Tier 2 Weight Management Park Farm- Informative, interesting and information to enable us to be more practical in the kitchen, more able to plan meals and shop healthily and more economically.

Mark my advisor in recent months has been brilliant .He is very professional but approachable and knows a lot about health and nutrition .Very motivational and inspiring but honest and realistic and such an asset to your team .More frequent appointments would be my only quibble but I'm grateful for the involvement I've had , invaluable...Thank you Mark , you're brilliant !

Mark and Roy have been really helpful throughout my journey with them and I couldn't thank them enough for all their help

Good information but I found allot to remember from each session

Tissue Viability Summary

Number of responses: 0

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

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

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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%

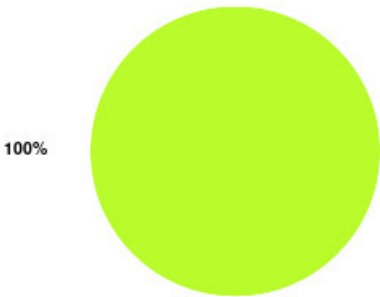
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Treatment rooms (Hull) Summary

Number of responses: 7

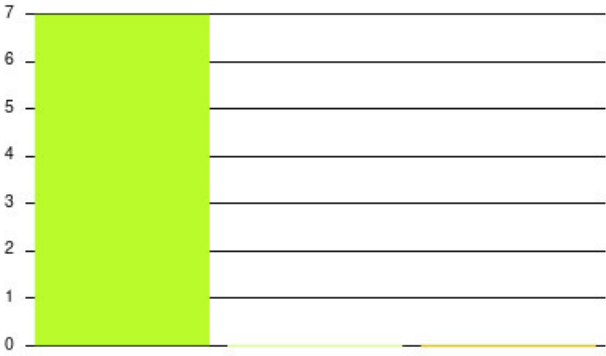
Experience	Amount	Percentage
Very good	7	100.000%
Good	0	0.000%
Neither good nor poor	0	0.000%
Poor	0	0.000%
Very poor	0	0.000%
Do not know	0	0.000%

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



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

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





Comments

Everything smashing. All staff brill.
Elliott Chappell - Emily is great at her job; very friendly. Best ever treatment.
Julie - Staff very caring, excellent quality of care. Couldn't have done any better.
Newington - My treatment has been great, every one was so kind and helpful. Would highly recommend.
Nothing could be improved, first class, pleasant, friendly, pain free
Orchard - Basically, all good. I found the team very professional, knowledgeable and able to answer all of my queries and concerns. Couldn't be better.
Orchard Centre - I would like to say how helpful and good, the treatment nurses are with the treatment.

Vaccination Bus Summary

Number of responses: 0

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

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

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Vaccination Centre Summary

Number of responses: 0

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

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

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Volunteer Hub Summary

Number of responses: 0

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

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

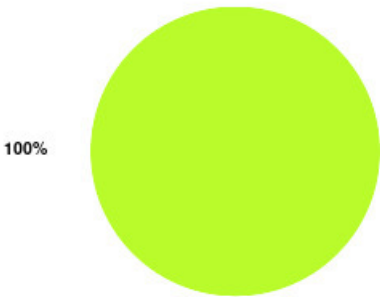
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Volunteering (SH) Summary

Number of responses: 1

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

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



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

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



Comments

“They are useful; it gets me to use technology and gets to meet people. I'm coming out of my shell bit more, I'm more talkative which is improvement in my skills. I think they are very good they make me feel very welcome and I get on nicely with them, it's been a pleasure to come to these sessions on Tuesday”.

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Walks Programme (SH) Summary

Number of responses: 0

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

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

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Weightwise Extra (Childrens) Summary

Number of responses: 0

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

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

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Wellbeing Liaison Service Summary

Number of responses: 0

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

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

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Withernsea UTC Summary

Number of responses: 0

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

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

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