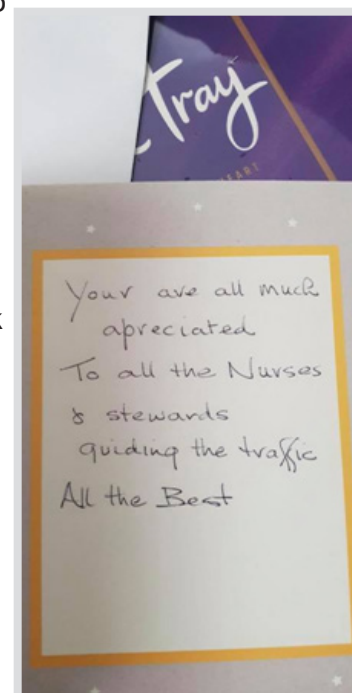


WELCOME!

Feedback Friday is your opportunity to view some of the recent feedback received by NHS Western Isles from patients, carers, general public and staff alike. Below and overleaf are a handful of the comments we have received relating to both our recent COVID-19 Vaccination Clinics and our nightly Chief Executive Updates.

COVID-19 VACCINATION CLINICS - WHAT YOU TOLD US...

- Thanks so much to everyone involved in the vaccine effort, everyone is so appreciative.
- Well done and thank you to everyone involved, please.
- Had mine today so professional and helpful. Fantastic work from everyone x
- Hope the snow doesn't hinder vaccination. You're all doing a wonderful job.
- Never felt a thing and that's something for a woosssshh like me!!! Thanks Nicola you are a Starr!
- That's fantastic progress with the vaccination programme, well done to everyone involved.
- Thank you to everyone involved in at home vaccination team and vaccinations clinics.
- Thankyou, I have a family member waiting to be called for Az. You are all doing a wonderful job.
- Thank you so much for updates and to Nhs Your all doing an amazing job. Had my jab yesterday at Caber so well organised the nurses are fantastic.
- Absolutely fantastic, well done and my thanks to all those involved keep it going.
- Thanks to everyone involved. Typical NHS all very conscientious and efficient and just flowed like a well oiled wheel. You would think they had been doing it for years. Thank you one and all.
- Western isles Nhs are doing a great job
- I felt it this week when my Parents got there's too. Thank you NHS Western Isles. & Thanks for sharing.
- Massive kudos to all those involved. We had our jags today too and the entire experience from booking a slot to leaving after was brilliant. Thank you xx
- Thank you so much to everyone involved. My mum was very anxious at her appointment today, the nurse realised and was fantastic with her. Guys outside were brilliant too - well done and thanks again to you all. Xx
- I had my vaccine this morning, I found it a humbling experience, so well organised from the parking to the actual vaccination. Well done NHS and every one involved, thank you.
- So grateful for all those that volunteered.
- Thank you to everyone involved today - super organised and everyone so very helpful and friendly.



Continued from overleaf

- Smooth transition from car park arrival to receiving vaccine and out again - thank you, one and all. Smiling all the time and extremely helpful with directions.
- They were all brilliant and so cheery and helpful. A BIG THANKS to all.
- Thank you to you all who make this possible, huge achievement by the whole team
- Agree and all volunteers xxx They have all been so kind.xx
- Everyone doing a great job. From the ladies phoning with your appointments, nurses, stewards and fire brigade. Thank you all.



CHIEF EXECUTIVE NIGHTLY UPDATES - WHAT YOU TOLD US...

- Thank you very much for update!! Very worrying times! Hope it all settles down soon! X
- Thank you for your detailed update.
- Thankyou so much Mr Jamieson (and all the teams involved!) for the continued information, it's been a very tough year and the vaccination clinics are a huge positive step forward
- Well done, Gordon and Maggie for these nightly updates. That's some communication effort! Also, great news on the vaccination roll-out here. My mother-in-law (92), father, mother and husband have now all had their first doses of the vaccine. For that, I feel very grateful and thankful.
- Thanks for your comprehensive & encouraging update
- Thank you for the update Gordon, well done to everyone working to get this sorted and sent out, may those affected recover well.
- NHS Western Isles Thank you very much for giving us the link to the statistics for Covid in Western Isles . Your prompt response to all questions asked is amazing and very informative, thank you from the bottom of our hearts take care and keep safe xx
- NHS Western Isles, although I don't live there, I'm very impressed with the information you post daily, and how well organised and efficient your vaccine program is doing. 5 stars to all involved. Sterling job.
- Thank you so much for these daily updates. They help so much and keeps rumour and misinformation at bay.

12/02/2021