

## 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, close contact testing, service feedback, as well as our nightly Chief Executive Updates.

### COVID-19 VACCINATION CLINICS...

- Got my appointment call today, excellent service x
- I had my vaccine in Balivanich today. Great set up, all very efficient, well done to everyone involved.
- I had my 2nd vaccine in the Caber and what a fantastic set up, all runs very smoothly.
- Yea good news, and over 50% of those in the current program on the island done, well done
- Thank you for the update. Good news all round. Very well done to everyone involved in the vaccination programme. Awesome progress x
- Good news I'm having my second vaccine on Thursday. The islands are doing really well
- A huge relief today that housebound people in South Uist received their first dose of vaccine administered by considerate and efficient Gaelic speaking staff. Mòran taing.
- Nice one, and thank you for all the clinics held today in the western isles, thanks to all nurses, 999 volunteers and health board staff.
- To echo what has been said in recent weeks. I was in the Cabarfeidh Hotel for the vaccination clinic today. It was really efficient and smoothly done! It's very impressive. Big shoutout to everyone involved who is working so tirelessly hard with the vaccination programme.
- Thank you, every one please take advantage of these vaccine clinics.
- I have to agree. I was also there today. I have lots of allergies and they went above and beyond to reassure and ensure that all was safe before and after vaccine. Cannot praise them highly enough.
- Good news tonight many thanks to those who tirelessly carry out vaccinations And for all the hard work done behind the scenes
- Vaccine clinic is amazing had my first today so well organised, well done to everyone involved
- Great work NHS & great response from the Islanders too. Thanks for the information, I called the helpline this morning and they have been able to accommodate me on Friday along with my work colleagues
- Good to hear second vaccinations are underway.
- I had my vacation done I have been shielding since all this started. I have COPD and not seen my young son or grandkids for over a year. I miss the special times we had together so much. Every day is hard with out seeing them all but I know in my heart I am one step closer to seeing them all again soon. Taking the vacation is safe and is the best thing to do not just for yourself, but for the ones you love to. We are all in this together and can get through this together soon. We will get to see our family members again and hug them so much. I know when I get to see my family members I am going to hug them like they have never been hugged before. Stay safe and strong everyone. Hugs.

### CLOSE CONTACT TESTING...

- Thanks for the update. Great news about asymptomatic testing. Very reassuring to know

*Continued from overleaf*

that you guys are totally on the case with following up quickly and preventing further spread.

- Brilliant approach, this will help with those who are asymptomatic and hopefully close down these spreads. Please all take part, the community is so vulnerable.

## VIRTUAL VISITING...

- We are very grateful for the time and effort of the nurses who help to facilitate this service. We have found it invaluable during this very difficult time. Thank you.
- Well done to all who are making this possible, stay safe everyone.

## MENTAL HEALTH NURSING...

- They all do a wonderful job and we thank them all for what they do and pray they all stay safe.
- Wish them all well at a difficult time.

## CHIEF EXECUTIVE NIGHTLY UPDATES...

- Good news, thank you for update. Well done everyone involved hospital, Community, Social and home care wise for quick end to these outbreaks.
- Awesome to hear and thank you to all the nhs staff and staff on call in all emergency services on this wild windy night, thank you for putting yourself at risk to keep us all protected.
- Thanks to the microbiology team for

all their hard work keeping us safe. It's Healthcare science week so hope you get the recognition you deserve.

- Thanks for the update. The online resources you've produced are excellent.
- You wouldn't be embarrassed if you caught the flu. So why be embarrassed for catching any other virus you didn't seek. These things happen. The virus is invisible. There's nothing to be ashamed of. We are all taking the necessary steps to protect ourselves and others. It's just simply bad luck.
- Such great news. Thanks for updating us. Let's keep everything moving in the right direction. It's down to all of us.
- Thank you for the updates I feel better hearing them.

## PATIENT STORY FEEDBACK...

I was recently a patient in the Western Isles Hospital.... Medical wards 1 and 2.

I would like you to know that I have never come across such kindness and compassion as I received from every single member of your staff. I thought I was going to have to be rolled out the door courtesy of the amazing food.

In terms of Uist and Barra Hospital - Seumas MacKay and Marion Henderson...a dream team.

My grateful thanks to you all!



SCAN ME