

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, service feedback, as well as our nightly Chief Executive Updates.

COVID-19 VACCINATION CLINICS...

- The progress with the vaccination is fantastic.
- Incredible vaccination numbers! Well done to all teams involved. #hope
- Everyone working at the vaccination clinic today was brilliant. The whole thing was so well organised and all of the staff were so professional. Thank you.
- My husband and I are in the over 55 category and had our vaccines today. Thank you to everyone at the Caberfeidh for a very well organised and friendly service.
- Vaccination clinic at Balivanich was so well run.....a credit to the NHS!
- Thank you to staff and volunteers at Balivanich hall today. Very well organised.
- More good news. Thank you for the update. My husband had his 2nd vaccination dose today - super efficient system as always. Take care and stay safe x
- I had my first vaccine today, we're very lucky to have such an efficient vaccination programme here. Thank you to all involved.
- Excellent! Thank you and your whole team for all the fantastic work, which is appreciated. I had my first jab today, absolutely first rate organisation, in out like a shot. Or a jab. Well done and thanks again.
- Brilliant news and a well organised clinic for the vaccine, well done ..I would also like to say a big THANK YOU to the Fire service and Coastguards for assisting me today when my car wouldn't start. x
- Fantastic effort everyone. Leading the way!
- I've been asked to comment on here on behalf of a friend who is not on Facebook. My friend suffers with a terrible phobia of needles, usually the sight of one makes her pass out. Today she faced her fear and went for her vaccine. She would like to thank the nurses who took care of her as she would not have gone through with it if it hadn't been for the care and reassurance she received from them. One nurse sat with her while the other administered the vaccine. My friend would like to encourage anyone else who suffers from this fear to please go and get the vaccine as the nurses made the whole experience so much more bearable. Thank you.
- Do it people there's nothing to worry about, its safe and will help us get our lives back.
- Great news again. Fantastic news on vaccines. Got my second one today. The process is so impressive - like a well oiled machine!! Such a brilliant effort from all involved - it's no wonder we are top of the league. Thank you for the update. x
- The booking line staff are so helpful with general enquiries as well.
- Superb service by such a fine organisation. We are so fortunate to have you. Keep safe during your valuable and humanitarian work.

PHYSIOTHERAPY TEAM

- Thank you Jenny for your treatment last year
- Thank you Helen, I would just like to say a big thank you for all the help you have given me. Thank you again.



Continued from overleaf

CHIEF EXECUTIVE NIGHTLY UPDATES...

- Great news and thank you for keeping us so well updated on how our Islands residents are being vaccinated and if there are any new cases of covid diagnosed. Hoping and praying no new cases again today x
- Thanks for your updates every night, much appreciated, praying the good news continues.
- Superb news. Our 2nd jabs carried out with total efficiency . We are so fortunate to have you all.
- You know what NHS Western Isles, you have done such a brilliant job of Test and Protect from the last outbreak that we are all now receiving the benefits. On top of that, your fantastic steps forward with vaccination are second to none in Britain. Well done and a very sincere thank you.
- Fantastic news again on both fronts. Our percentage of population vaccinated must be very high by now. Thanks to all involved and thanks for the update. Take care x
- What great news, thank you for the update, and all the emergency services on site today at the caber, and to all the nhs staff on the island for there service
- Absolutely superb news. Many thanks for your daily update and absolute gratitude for all that are keeping us safe.
- Excellent news! Keep up the good work & we'll be out meeting up again soon - but only if we follow the guidelines Incredible achievement. Thank you for the updates, much appreciated.

- Fantastic news, onwards and upwards ,thanks goes to those who manned the clinics over the weekends and all the emergency services for there time and effort, and to those within the hospitals and health board offices.
- Awesome news,well done to everyone and all the emergency services on duty today and on call 24/7, 365.
- Amazing news. Hopefully another step towards island and mainland families being reunited.
- That's brilliant, you and your team are doing an amazing job, full credit to you all, many thanks.

PATIENT STORY FEEDBACK...

I am writing to compliment The NHS Western Isles on producing the most helpful information sheet I have been able to find following my wrist fracture.

After breaking my wrist badly here in Nottingham where I live, I searched widely on the internet for useful advice/information.

Although there was a plethora of articles, papers and patient comments, none was so helpful as your 'Getting your wrist moving after your cast is removed'.

It has given me everything I need to know along with much needed reassurance.

Many thanks for this excellent publication for which I am extremely grateful.

