

## 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...

- Fantastic efforts on the vaccination programme. You have done a power of work. Well done NHS Western Isles and partners.
- I am caring for an elderly person shielding, and I also have my own health concerns... I commend the roll out of the vaccination, thank you all for your dedication to looking after us, what you have achieved with vaccination is beyond words for me.
- Absolutely buzzing to get vaccinated this evening.
- My son getting 1st jab tomorrow, all over 18s encouraged to get it as well, so happy, go for it guys, the more the merrier and we can hopefully get back to some sort of normality.
- From the moment I turned in to the Cabar tonight I barely even needed to think. Volunteers outside pleasantly greeting me telling me where to park and go. Met inside and chaperoned to the registration. Was told the nurse would be waiting in the hall. She was. Led to my seat.
- Thank you, great progress on vaccination and we'll done everybody involved. Looking forward to coming home fully vaccinated soon.
- Great news, dad was chuffed to get his second vaccine at home. What peace of mind for us, keep up the great work.
- A nice old lady wiping seats CONSTANTLY with no sighs, huffs or puffs. Now, was this worth a thread? Absolutely not. But it would be easy to come to a mass vaccination clinic and leave feeling like a statistic. Didn't happen.
- Calmly taken to my appointment nurse. Reassured and put at ease from the moment I sat. Comforted after the vaccine and encouraged about the prospect of brighter days. Directed to the waiting room where plenty empty, clean seats were available.
- I got my vaccine done on Saturday and would thoroughly recommend everyone gets their's when it's offered. The staff at the vaccination centre were very, very helpful.
- I am so grateful #COVIDVaccination
- Thank you. And make sure if you have any reaction to the jab, it doesn't have to be a severe one, get it reported on the government Yellow Card system - it's the best way our scientists can ensure the jabs are safe for everyone - <https://coronavirus-yellowcard.mhra.gov.uk>
- My Husband & myself both had our 2nd jab. Well organised in Tarbert Community Centre - Isle of Harris. Thank you.

### TEST BEFORE YOU TRAVEL

- Thanks for this I shall sort it out. Good idea for them. Had both jabs too. Xx
- Testing is helpful regardless of your direction of travel. As we begin to move around more, we should all do tests.

### TEAMWORK

- Awesome news for the island, thanks to all within the NHS Western Isles, from laundry, porters, domestics, nurses and right to the top of the



*Continued from overleaf*

consultants, and health board offices staff - thank you all.

- Great news, thank you to all those health board staff and nurses and volunteers running the clinics, well done and thank you.
- Brilliant example of team effort in the community. Credit to all involved x

## CHIEF EXECUTIVE NIGHTLY UPDATES...

- Let's remember the 'be kind' message & appreciate the lucky position we are in. We have the best vaccination record thanks to nhswi & we live in a beautiful place with loads of space and fresh air. I am one of the 720 (maybe that's why I'm awake at silly o'clock!!) & really, really thank everyone for their hard work and expert organisation.
- We are indeed privileged to get an evening update on the virus from Mr Jamieson.
- Thank you for looking after us all.
- Excellent work from all concerned in vaccine programme, thanks again for updating us on continuous encouraging news.
- Thank you all for your hard work, you've done an amazing job and thanks to Gordon too for his nightly updates, don't think he's missed one night through this horrid year!
- I think it's all off us that should be thanking the NHS western isles for all your hard work x
- Disappointing after a spell without any cases. Came back from a trip to Edinburgh today. Did the covid tests as advised before returning. It's

easy to do and register the results. Hopefully the majority of people coming to the island will test. Hope this can be contained and that the people involved recover quickly. Thanks for the update x

## PATIENT STORY FEEDBACK...

### Care Opinion Feedback:

I'd like to take this opportunity to thank the surgical team who took such good care of me before, during and after my surgery 2 weeks ago.

Firstly to the day surgery Nurses Shona and Nicola for their excellent, kind and compassionate care they gave before and after my surgery.

I'd like to thank all the theatre staff including Dr George the anaesthetist ( who often get forgotten) for putting me at ease and caring for me during my surgery and getting me safely through and last but by no means least I'd like to thank my Surgeon, Dr Stanczuk for her kind, caring and compassionate approach from when I first seen her at clinic till when she came to see me in the day surgery unit afterwards.

She took the time to listen to me, explain everything beforehand and afterwards in easy to understand language and informed me of next putting me at ease knowing there is a plan in place for the future.

I couldn't have felt more comfortable from start to finish, outstanding team and a credit to NHS WI.



SCAN ME