

FEEDBACK

FRIDAY

WELCOME!

Feedback Friday is your opportunity to view recent feedback received by NHS Western Isles from patients, carers, general public and staff alike.

RECENT PATIENT STORY FEEDBACK...

Care Opinion Feedback

“Joined up thinking in General Practice”

I have had multiple problems with physical and mental illness, bereavement and other losses since retirement 7 years ago. The isolation of lockdown contributed to a feeling of despair. I started visiting my GP sometimes in person and sometimes via video link in the summer.

My life has been transformed and I know this is because I have been treated by so many different people only one of whom is a doctor. The rest include a specialist cardiac nurse, a respiratory physiotherapist, rehab trainer at Cnes gym, a counsellor and most surprisingly of all an Occupational Therapist, the latter actually practice based.

The collaborative approach to my care has been so impressive and it seems to me that instead of a harassed GP doing the best he/she can about everything, my doctor was able to focus on the things that required medical input.

Throughout the entire event I felt that my care and welfare was at the centre of the approach taken.

Such a collaborative approach must surely be the way forward and I sincerely hope that soon all practices can boast OT, physio etc as an integral part of their structure. This ongoing use of such will considerably enhance the existing situation as indeed does the option of video appointments.



SCAN ME

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