

FEEDBACK

FEATURE

NHS

Eileanan Siar
Western Isles

WELCOME!

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

RECENT PATIENT FEEDBACK...

“We were appointed a named Midwife from the moment we found out we were pregnant. We mainly saw our named midwife at clinic who provided us with excellent care and we found this continuity very useful in the antenatal period. We went into labour on our due date and we had our named midwife look after us within the intrapartum period also. This was very special. We met a few other midwives throughout the antenatal, intrapartum and postnatal period which was lovely as it was the same faces we were familiar with. All a credit to the nhs and even under short staffing pressures, had a smile on their faces and always happy to help. The care we received throughout our pregnancy was absolutely first class. The care and service was absolutely exceptional and people of the Western Isles are so incredibly lucky to have a team of Midwives and Medical professionals who are so highly skilled and dedicated. We cannot thank you all enough for looking after us so well on the Maternity Ward! x”



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story



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RECENT PATIENT FEEDBACK...

“My mother recently attended Western Isles hospital for a scan. She has had a similar scan previously and was a bit apprehensive, However, on this occasion, her sonographer Kerry really helped her through the process. She was kind and supportive and spoke to her throughout the scan, explained what she was doing at each stage and made sure that she was ok and understood what was happening to her. She came away feeling like the whole experience was as good as it could have been, and that was mainly down to the way that Kerry made her feel.”



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