

FEEDBACK

FEATURE

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...

“I wouldn't be here if it wasn't for Gill, mental health worker in the Isle of Barra. She gives me a positive when I can only see a negative. She has helped me to think in different ways and has gave me confidence. I was in a dark place and Gill helped me out of it. It's a great service and I would hate it to stop. My wellbeing depends on the service. The service has given me back confidence. I have trust in this service.”

“My son had to attend A&E due to a dislocated elbow during sports in school. All the staff who attended to us were invaluable. The A&E staff were gentle and provided adequate information to make informed consent. The anaesthesiologist, other staff members, and nurses were super warm and also provided great care to my son. I wanted to thank them for providing service, as my son felt heard and prioritised.”

“I was made very welcome and attended to as soon as I entered the day surgery ward. The nurses, anaesthetist and consultant surgeons were brilliant, explaining everything they were doing for me and what would happen next. I must say that I don't remember much about going to theatre, or sleeping for hours afterwards. However I do remember being woken up gently by the nurse, having a lovely cup of tea and slice of toast. Seeing the surgeon who told me how things had gone and the physiotherapist who told me about aftercare and exercise. A wonderful team!”

“Treated very well by well informed professionals. Every step of the procedure was explained, staff were friendly and caring making me feel relaxed and comfortable in their care. Although the staff were busy working with ill patients they still had time for me and to answer any questions.”

NHS Western Isles
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