

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...

“On a glorious day in July I slipped in a puddle of mud while descending. I was alone and my ankle was swollen so I slowly made my way down on my backside towards the carpark. I rang my hosts first but couldn't get a response, so I rang 999 and asked for help. The ambulance arrived after about half an hour, and the two young German hillwalkers who had kindly been assisting me, were able to head off - leaving me in the expert and cheerful care of the ambulance crew. On our way to St Brendan's Hospital we met the Coastguard vehicle which had also been dispatched just in case. They were stood down, but I am very grateful that they too responded to the call out. The ambulance care was excellent as was the smooth hand-over to the hospital staff. At all times I felt safe and supported. Furthermore, one of the ambulance crew knew my hosts and contacted them to alert them to my situation. This was a big relief. The nurses took my details and recorded my blood pressure etc. Soon after a doctor came and suggested I carry on with my plan to fly back to Glasgow that afternoon, and to then go to the Royal Infirmary to get some X-rays done, as there is no radiology service on the island. I would like to sincerely thank every single one of the staff of the Ambulance Service and the NHS Western Isles involved in my case for their professional, friendly and kind assistance to myself very far from home! I could not have asked for better care.”

NHS Western Isles
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