

<b>Title</b>	<b>FRIENDS AND FAMILY TEST</b> The national initiative to determine patient and staff satisfaction by the likelihood of people to recommend our services to their friends and family			
<b>Meeting</b>	Board of Directors			
<b>Date</b>	2 December 2014			
<b>Executive Summary</b>				
<p>In October 2014, 1291 patients completed the Friends and Family questionnaire in Inpatients, A&amp;E and Maternity services, which maintains the high level of responses in the Trust and gives a response rate of 31% this month for the Trust as a whole.</p> <p>The Friends and Family Test roll out into Outpatients and Day Surgery took place from October 1<sup>st</sup> as stipulated in the CQUIN target. This feedback is also reported in this paper separately.</p> <p>The Trust Net Promoter Score has improved in October 2014 to 76 with a star rating of 4.7 which remains comfortably in the positive part of the scale.</p>				
<b>Recommendation</b>				
The Board is asked to discuss the patient experience outcome results for the Friends and Family Test in October 2014, recognising progress achieved against CQUIN targets.				
<b>Report Author</b>	Maureen Dale, Service Lead, CAPI			
<b>Executive Director/ Sponsor</b>	Bob Brown, Director of Nursing and Patient Safety			
<b>Purpose of paper</b>	<b>Information</b>	X	<b>Discussion</b>	X
	<b>Decision</b>		<b>Assurance</b>	X
	<b>Specific action</b>			
<b>Implications</b>	<b>Staffing</b>	Yes		
	<b>Finance</b>	None		
	<b>Legal</b>	None		
	<b>Public engagement</b>	Yes		
	<b>Partnership</b>	None		
	<b>Communication</b>	Yes		
	<b>Equality &amp; Diversity</b>	Yes		
	<b>Clinical</b>	Yes		
	<b>Patient Safety</b>	Yes		
<b>Risk assessment and mitigation (include risk register reference if appropriate)</b> Financial risk re: implementation and response targets (CAPI 4)				
<b>Link to STFT Business Plan</b>	Patient Safety			
<b>Link to CQC outcome</b>	<b>Outcomes 1, 2, 3, 4 and 5</b>			
<b>Link to Board Assurance Framework</b>	Patient Safety Workforce			
<b>Link to Strategic Risk Register</b>	Patient Safety			

## REPORT TO BOARD OF DIRECTORS

### THE FRIENDS AND FAMILY TEST

October 2014

#### 1 Introduction

The Trust begins the third quarter of the second full year with the Friends and Family Test in place with revised CQUIN targets.

Our staff continue to assure patients that their experience, whilst voluntary, is important to us and so encourage their feedback. There is a balance to ensure patients are supported to share their experience without the staff influencing their comments.

#### 2 Patient Friends and Family Test – Inpatients, A&E and Maternity

The Trust recognises the importance of patient experience feedback to continually improve our services. All ward and departments receive timely feedback following analysis of the information, which is proving very beneficial to all staff. The majority of comments received for all areas have been very positive and this feedback is motivating for staff.

The Trust's overall star rating and Net Promoter Score continues to be high, reflecting patients are more likely to use our services than not.

2014/15	Trust Net Promoter Score	Trust % Return Questionnaires	No of Questionnaires Returned	Lowest Ward/ Dept Net Promoter Score	Trust's Overall Star Rating
March	73	16%	660	38.74	4.7
April	72	22%	887	48.28	4.7
May	77	17%	716	50.00	4.7
June	78	16%	674	67.39	4.75
July	56	36%	1576	50.2	4.4
August	71	27%	1083	50	4.67
September	69	34%	1359	67	4.6
October	76	31%	1291	48	4.7

The following table clarifies response rates and scores in defined clinical areas of the Trust.

Trust	April	May	June	July	August	Sept	Oct
Number of respondents	887	716	674	1576	1083	1359	1291
Number of eligible discharges	3976	4208	4226	4359	4015	4032	4163
% respondents out of eligible discharges	22%	17%	15.95%	36.16%	26.97%	33.70%	31.01%
Trust Net Promoter Score (NPS)	71.71	77	78	56	71	69	76.16
A&E							
Number of respondents	355	255	261	1032	648	880	834
Number of eligible discharges	2641	2867	2838	2999	2825	2802	2869
% respondents out of eligible discharges	13.44%	8.90%	9.20%	34.41%	22.93%	31.41%	29.07%
A&E Net Promoter Score (NPS)	56.62	71.37	69.6	50.2	64.66	61.59	73.57
In patients (inc St Benedict's and Primrose)							
Number of respondents	365	327	299	350	306	323	332
Number of eligible discharges	848	920	909	952	875	868	910
% respondents out of eligible discharges	42.60%	35.50%	32.90%	36.80%	34.97%	37.02%	36.48%
Inpatients Net Promoter Score (NPS)	82.9	76.41	75.25	81.3	77.47	80.33	81
A&E and in Patients							
Number of respondents	720	582	560	1382	954	1203	1166
Number of eligible discharges	3489	3787	3747	3951	3700	3670	3779
% respondents out of eligible discharges	20.64%	15.37%	14.95%	34.98%	25.78%	32.78%	30.86%
A&E and inpatients Net Promoter Score (NPS)	69.79	74.17	71.25	63.53	68.87	66.63	75.66
Maternity							
Number of respondents	167	132	106	144	129	156	125
Number of eligible discharges	487	421	479	408	315	362	384
% respondents out of eligible discharges	34.30%	31.36%	22.10%	35.29%	40.95%	43.09%	32.55%
Maternity Net Promoter Score (NPS)	79.51	86.37	87.5	86.52	88.28	83.22	80.8

Please note that the overall number of respondents by Trust is not always equal to the sum of the subtotals of A&E, inpatients and maternity. This is because there are occasional responses where the code of the clinical area is not clear and they are assigned as 'unknown' so cannot be accurately included in the subtotals.

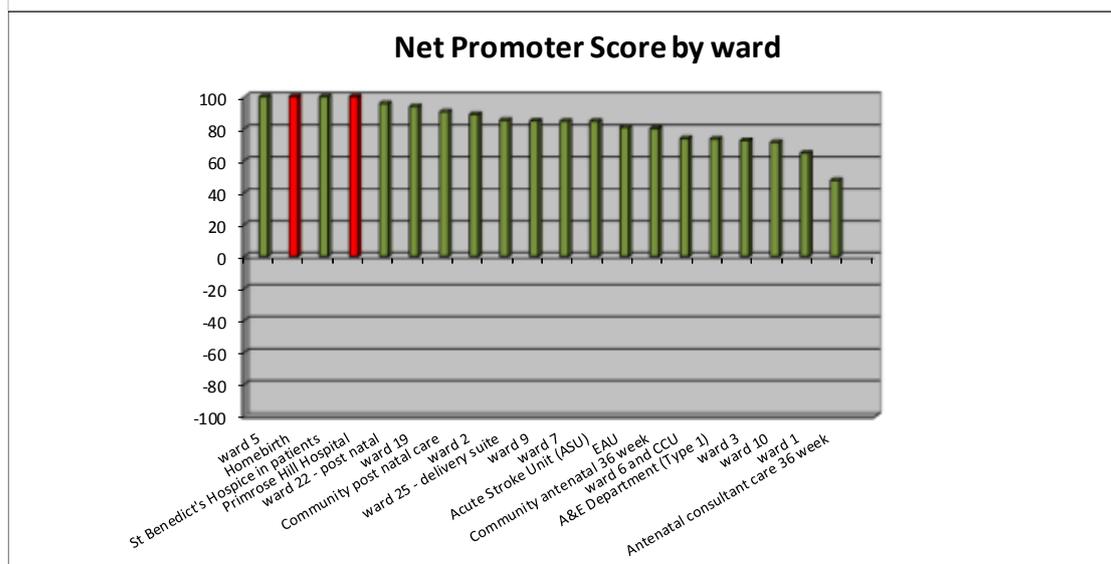
This illustrates that the Trust is maintaining the CQUIN target worth over £60,000 :

- In excess of 20% response rate in A&E which needs to be maintained until April 2015
- In excess of 30% response rate in Inpatients which needs to be maintained and rise to 40% for the month of March 2015

The following information clarifies the response rates, Net Promoter Scores and star ratings of the inpatient, A&E and maternity services involved.

### 2.1 Patients Surveyed

Friends and Family Test (inpatients, A&E, maternity)		October 2014		 South Tyneside NHS Foundation Trust	
TRUST NET PROMOTER SCORE <small>(how likely patients are to recommend us)</small>			76.2	Number of questionnaires returned this month	Returned questionnaires as a % of discharged patients
Caution should be taken interpreting scores based < 5 responses (in red)			1291	31%	
Ward	Number of questionnaires returned	returns as a % of discharged patients	NPS	Ward ranking by NPS	
ward 1	18	21%	64.71	17	
ward 7	27	47%	84.62	9	
ward 3	52	30%	72.55	15	
ward 5	24	27%	100	1	
ward 6 and CCU	23	24%	73.91	13	
Acute Stroke Unit (ASU)	26	87%	84.62	10	
ward 9	46	42%	84.78	8	
ward 10	48	61%	71.48	16	
ward 19	16	41%	93.75	4	
ward 2	19	48%	88.89	6	
Antenatal consultant care 36 week	21	39%	47.62	18	
Community antenatal 36 week	25	35%	80	12	
ward 25 - delivery suite	34	33%	85.29	7	
Homebirth	1	33%	100	n/a	
ward 22 - post natal	23	45%	95.65	3	
Community post natal care	21	21%	90.48	5	
A&E Department (Type 1)	834	29%	73.57	14	
EAU	27	26%	80.77	11	
ITU / HDU	0	n/a	n/a	n/a	
St Benedict's Hospice in patients	5	71%	100	1	
Primrose Hill Hospital	1	100%	100	n/a	



The Net Promoter Score is

- the proportion of people who say they would be "neither likely nor unlikely", "unlikely" and "extremely unlikely" to recommend the service (that is the number who tick those boxes divided by the total number of responses multiplied by 100) – known as Detractors subtracted from
- the proportion of people who say they would be "extremely likely" to recommend the service (that is the number who tick that box divided by the total number of responses multiplied by 100) – known as Promoters

## 2.2 Star Rating

iWantGreatCare, who conduct the analysis for the Trust, calculate the 5-star rating score as a familiar visual indicator of patient feedback. The averages are below.

Trust average score this month



Ward	Number of questionnaires returned	Average score this month	Average score September 2014	Average score August 2014
ward 1	18	4.65	4.7	4.67
ward 7	27	4.85	4.85	4.73
ward 3	52	4.71	4.7	4.58
ward 5	24	5	5	4.72
ward 6 and CCU	23	4.74	4.78	5
Acute Stroke Unit (ASU)	26	4.85	5	4.96
ward 9	46	4.85	4.91	4.87
ward 10	48	4.67	4.73	4.77
ward 19	16	4.94	5	4.83
ward 2	19	4.89	4.67	4.7
Antenatal consultant care 36 week	21	4.48	4.67	4.5
Community antenatal 36 week	25	4.8	4.85	4.85
ward 25 - delivery suite	34	4.85	4.87	4.97
Homebirth	1	5	n/a	n/a
ward 22 - post natal	23	4.96	4.91	4.95
Community post natal care	21	4.9	4.87	4.96
A&E Department (Type 1)	834	4.68	4.61	4.57
EAU	27	4.81	4.77	4.7
ITU / HDU	0	n/a	5	n/a
St Benedict's Hospice in patients	5	5	5	5
Primrose Hill Hospital	1	5	5	n/a

Caution should be taken interpreting scores based on less than 5 responses (in red)

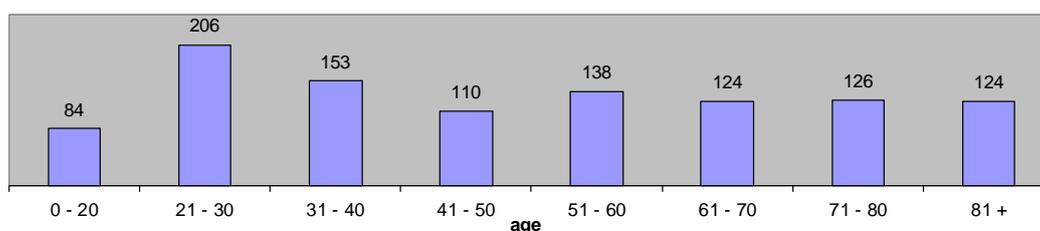
This reflects the following scoring by patients

		score given per response to calculate star rating
Extremely unlikely	16	1
Unlikely	13	2
Neither / nor	19	3
Likely	207	4
Extremely likely	1016	5
Don't know	20	Don't know responses are excluded from the rating systems

(The above data includes A&E tokens. The demographic data below, however, does not)

Male	445
Female	466
Not answered	194

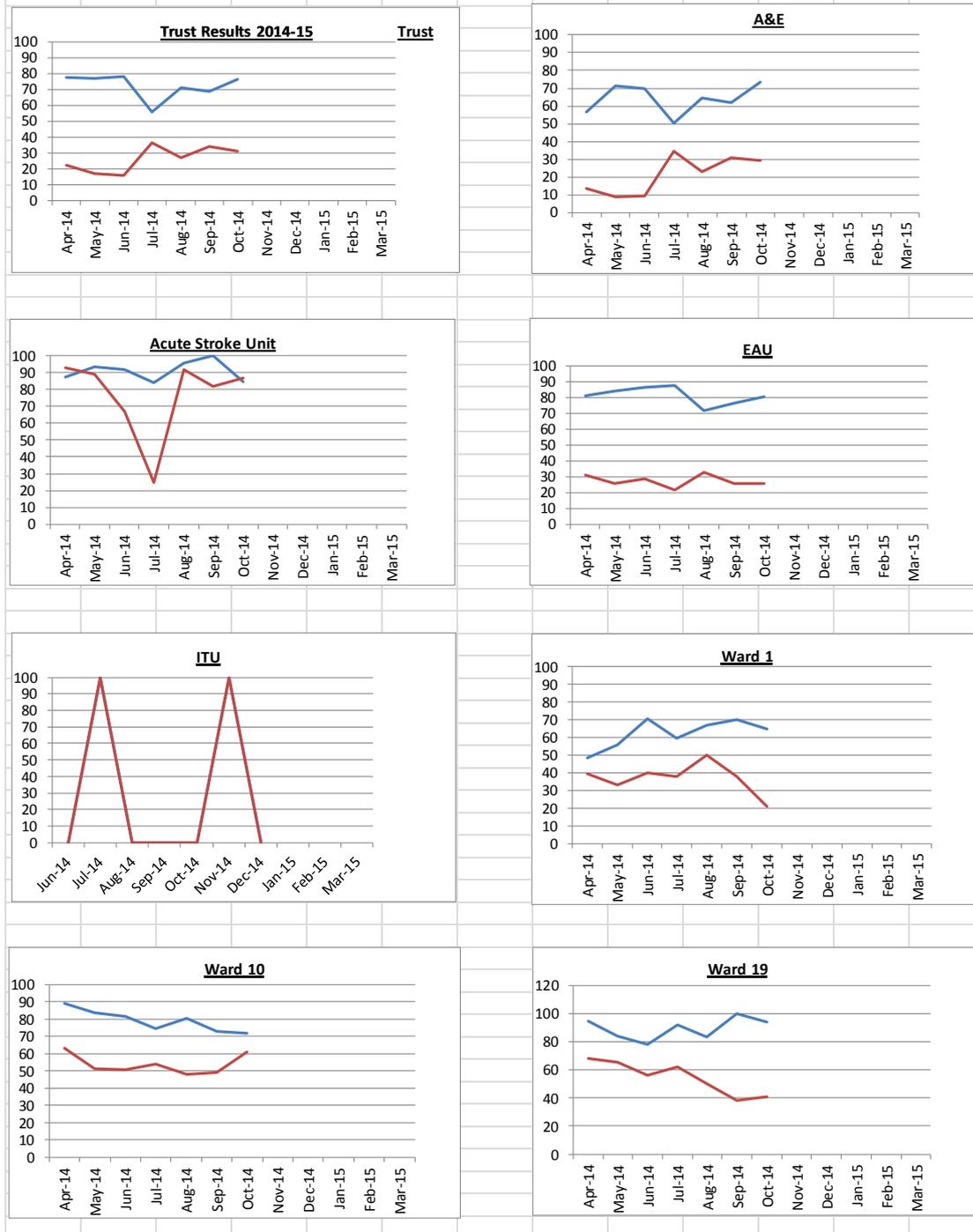
Reviews by reviewer's age (40 people didn't give their age)

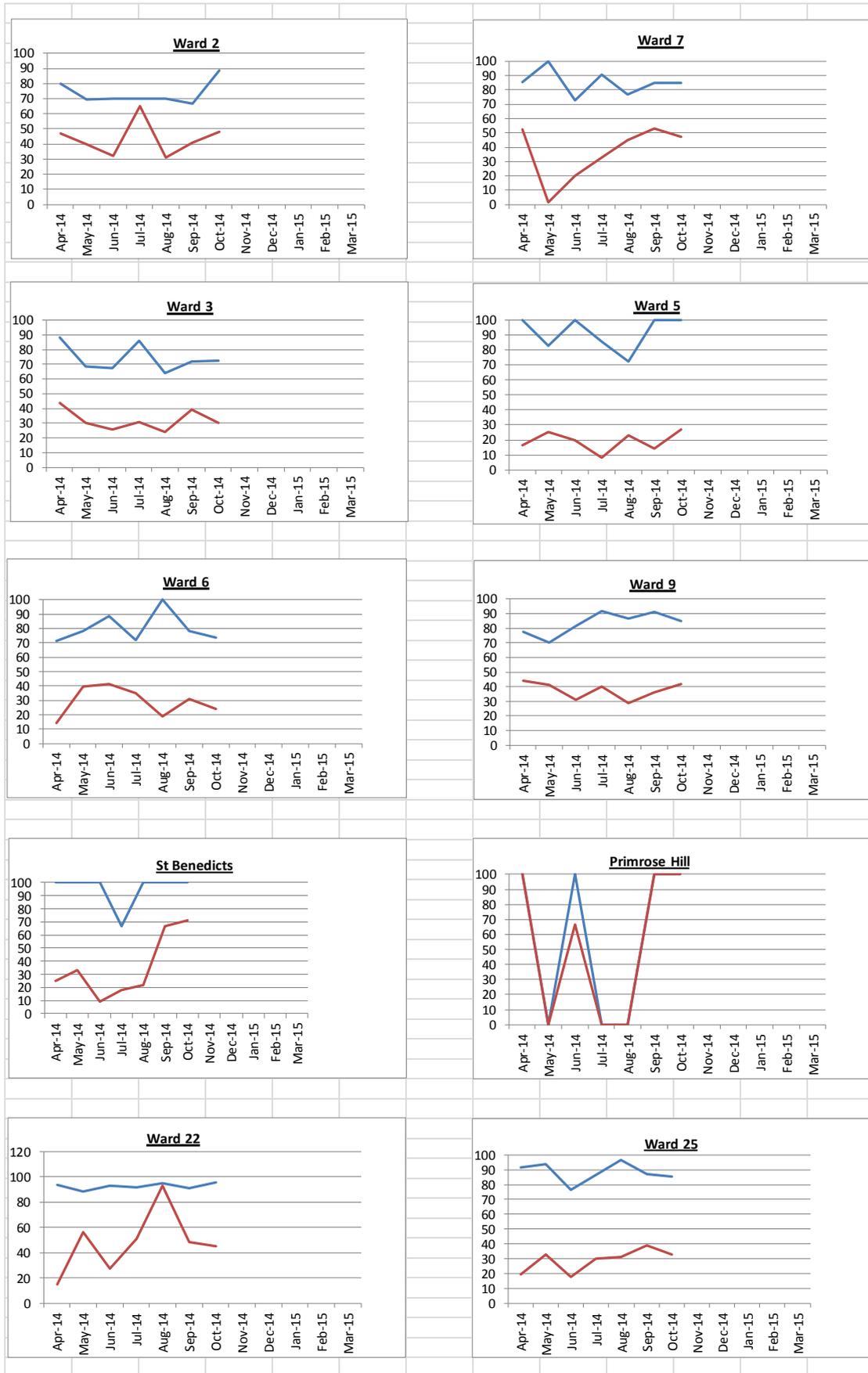


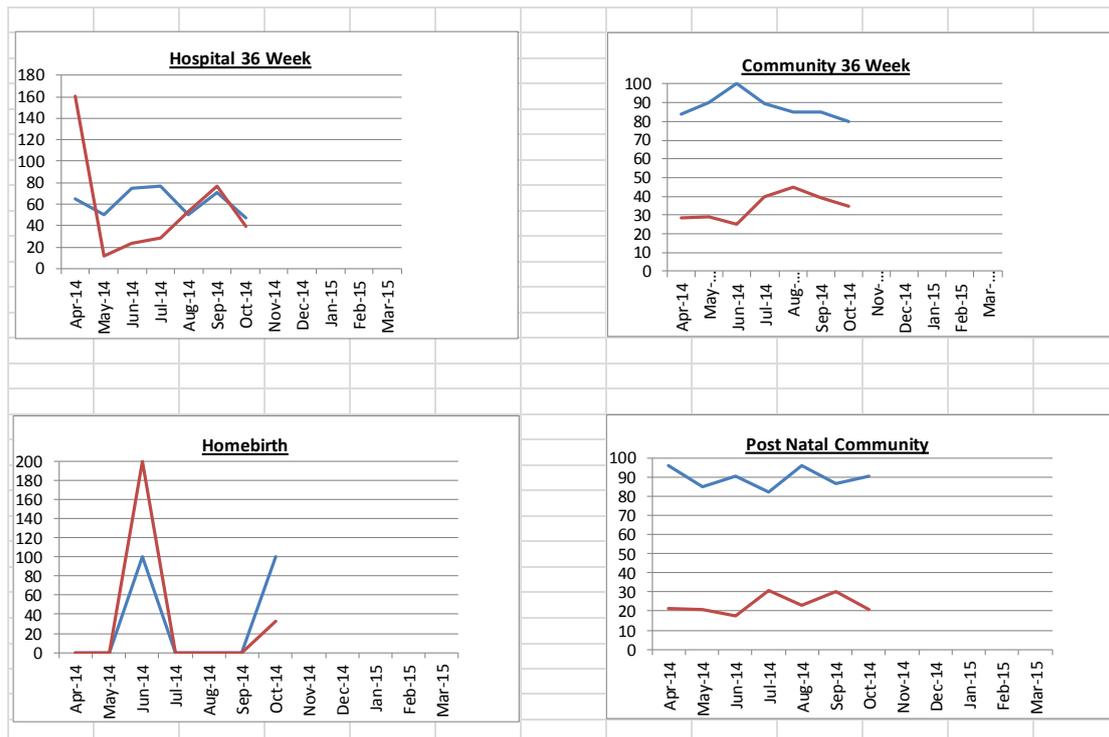
### 3. Progress in 2014-15

The following graphs show the performance of the Trust and clinical areas month-by-month for the year to date 2014-15.

Please note that the low numbers of discharges in ITU, Homebirth and Primrose cause large fluctuations in the graphs.  
 KEY : Blue line is the Net Promoter Score; Red line is the % response rate







#### 4. Outpatients and Day Case progress

The national CQUIN requirement, with a value of over £60,000, to implement the Friends and Family Test in outpatients and day case departments by the end of October 2014 has been achieved.

Following a week-long pilot in outpatients during September, the Test was implemented in Outpatient areas in Ingham Wing, Moorland, Palmer and St Benedict's from October 1<sup>st</sup> 2014. The table below illustrates the outcomes of the pilot with the response rates being calculated on pro rata attendances at clinic.

Responses from Outpatients and Day Case Units, including those held at St Benedict's Hospice, numbered 1155 with many adding comments on the service in the text box provided. These comments are included in the Appendix.

There is no CQUIN Outpatient response rates target for 2014-15 as there is for Inpatients and A&E, but the rates are recorded below, along with Net Promoter Scores and star rating.

	NPS	% return	star rating
anticoagulant	82.41	5.9	4.82
cardiology	66.23	12.4	4.64
cardiography	100	0.1	5.00
care of the elderly	76.92	23.6	4.77
dermatology	78.43	47.69	4.78
diabetic medicine consultant	66.67	9.8	4.67
diabetic non consultant	100	2.8	5.00
ear nose and throat	100	1	5.00
gastroenterology medicine	59.74	13.4	4.60
general surgery	69.7	11.1	4.70
gynaecology	56.76	13.7	4.54
ophthalmology	63.38	14.4	4.61
orthopaedics fracture	66.67	4.3	4.67
orthopaedics trauma	71.43	3.5	4.71
paeds	57.5	5.47	4.57
plastic surgery	80	14.7	4.80
respiratory medicine	79.71	14.9	4.77
stroke / tia	73.58	151.4	4.72
trauma and orthopaedics	21.43	3.5	4.07
tia	50	2.1	4.50
urology	81.82	16.54	4.80
vascular	83.33	11.54	4.83
OHDU	97.1	19.7	4.97
ward 4	88.81	57.6	4.87
EDW	76.36	11.6	4.75
st benedicts opd consultant	100	5.7	5.00
st benedicts day care	80.95	11.2	4.81
lymphoedema	82.05	9.8	4.79

## 5. Patients' Comments in summary

The following picture is a “wordle” – a word cloud generated from all the patients' comments. This word cloud gives greater prominence to the words that appear more frequently in the text and demonstrates pictorially the overall positive responses to the care delivered within the Trust.



## **6. Current requirements**

National CQUIN targets for the Friends and Family Test in 2014-15 are as follows :

- Implementation in community and mental health services from January 2015
- Response rates in inpatient areas from at least 25% in Q1 to over 30% in Q4 with an additional target to achieve 40% in March 2015
- Response rates in A&E from at least 15% in Q1 to over 20% in Q4

The combined value of the CQUIN Indicator in achieving this performance is over £400,000.

## **7. Requirements from April 2015**

Comprehensive guidance has been published concerning the future of the Friends and Family Test from April 2015. This confirms that

- the Test will remain a key route for patients and their families to give feedback on care received in all NHS commissioned services
- Trusts are expected to demonstrate the information gathered is used to improve services
- it will be forbidden to use tokens to collect responses from April 1<sup>st</sup> 2015 and it will be mandatory that respondents are able to leave free text comments
- the Net Promoter Score will no longer be used but Trusts will be required to report the percentage of respondents 'Extremely Likely' and 'Likely' to recommend the Trust and also the percentage of respondents who would be 'Extremely Unlikely', 'Unlikely' and undecided
- patients and their relatives and visitors will be able to use the Test at any stage on their pathway of care to share their experience

## **8. Recommendation**

The Board is asked to discuss the patient experience outcome results for the Friends and Family Test in October 2014 and the progress made on achieving roll out CQUIN targets.

## Patients' Comments – October 2014

### Ward 25

"The whole experience on the delivery suite was great. Staff were lovely and friendly. Details and amount of info given after birth was brilliant"

"(A) was a wonderful midwife and made my experience better than the last time"

"Good communication from midwife and explanation from doctor"

"I was well looked after off both nurses (B, C). They helped me through, put me at ease and made me feel very comfortable. I am very grateful"

"All staff from ward 22 and the midwives who supported me throughout delivery were fantastic, after a previous section I had a lot of anxieties which were eased by the care and support from (D) and (E). Unsure of early discharge, good to be home but reassurance of a night's stay would..."

"Fantastic care. Great people"

"Everything was very high standard and my quality of care was excellent"

"Everybody made the process as relaxed and calm as possible and I was kept well informed at all times. (F) and (E) who were my midwives were amazing and helped keep me calm"

"Staff were attentive. Maybe more check-ups, first observation 1 cm dilated next one 9cm dilated. Overall staff were amazing"

"All the staff were very friendly and helpful. I was very well looked after and had an amazing water birth"

"The whole experience was parent led which is exactly what we wanted. We were not pressurized in any way or pushed towards any intervention, because of this we had a lovely and positive experience"

"Allowing husband to sleep overnight to assist me after C-section"

"Midwife went to great lengths to respect our birth plan (ideal) where ever safe to do so, was patient, knowledgeable and professional throughout. Other staff were helpful and friendly too and added to an experience that was positive"

"Always kept informed and reassured. Staff seemed genuinely interested and caring"

"Had an amazing midwife (C)"

"Attention and care"

"(G) was extremely supportive during the birth, very directive regarding breast feeding. (H) monitored the birth and after birth constantly with professionalism. Provided answers to all questions"

"(I) and trainee were excellent and made me feel relaxed in their care, can't fault any aspect. Lovely experience"

"Friendly, helpful staff. Music player in all rooms"

"First class throughout the delivery / planned section. Midwives, doctors and nurses ensured high standard of care and good communication at all times. Staff attitude and expertise contributed to a comfortable, enjoyable, high quality experience"

"Everything, it was faultless. Thank you so much"

"My care and experience was fantastic, wouldn't change a thing!!"

"One to one attention was excellent, very friendly and helpful staff. Couldn't think of anything that would need improvement in terms of the level of care my partner and I received"

"Treated with dignity and respect. All staff friendly, supportive and lovely natured. A very pleasant experience had. Thank you"

"The midwives and all the staff did everything possible to make sure I had the best birth"

"Fantastic"

"Everything"

"All staff introduced themselves to myself and my family. Follow up care from members of the team were fantastic"

"Everything was good and couldn't have asked for better members of staff. Nothing could have been improved, everything was perfect"

"Midwives very friendly and helpful"

"Lovely staff who looked after me and my baby so well"

"Everyone was very friendly and they take excellent care of me. I couldn't ask for anything more"

### Ward 3

"Great attention to promote needs"

"Ward should have more staff"

"Get good care from all staff"

"Friendly staff"

"Lovely friendly staff but overworked during nights. Too much noise through nights, had to request ear plugs"

"Very pleased with every aspect of care I received"

"All of the staff were very pleasant and did their best to attend to my needs. Doctors listened and answered the questions I asked. Obviously more staff would ease the pressure of the numerous tasks to do. Discharge of patients can take a long time"

"Nurses were lovely and very helpful and friendly"

"Everything"

"Evenings – lights out didn't occur until very late at night, would have had more rest if light went out earlier. Very noisy but sleeping tablet did help, couldn't have coped without this. Nursing staff – very busy – always available for me although other patients did seem to have to wait to be seen. Nursing staff very caring towards me"

"Staff on Ward 3 lovely"

"Good care"

"The staff were excellent and very helpful and the x-ray unit is very warm and helpful"

"Every member of staff was brilliant. Cannot fault this ward in any way"

"Staff have been excellent, very good standard of care. Food has been very good, ward very clean"

"Wonderful amounts of patience and humour to keep your spirits up! Rushed off their feet most of the time, but never show it"

"The whole package"

"Friendly approachable staff, very clean, very thorough"

"Nothing seemed to phase the staff – what a pleasant approach"

"Everything was good, staff were very nice and friendly, I cannot fault them"

"No improvements, the care I received was very good"

"The nurses were very friendly, they were very understanding. They checked on me often and helped when I was in pain"

"Everything has been excellent, thank you. I have enjoyed my stay and I want to thank all the consultants, doctors, nurses and staff for all their kindness and care. Enjoyed the DJ radio and food, the cheerfulness of the cleaners, and all, thank you all! The shower was good too!"

"Nurses and staff were lovely. Very friendly and caring"

"Nurses gave good care"

"I had a brilliant team for my operation and the nursing staff were very caring. Brilliant throughout"

"May I say all members of staff in each stage are very considerate, helpful and very advisory. Thank you very much for all the assistance given"

"The nurses and staff are lovely and really caring"

"My care has been excellent and greatly appreciated, it was the best and I don't think it can be improved"

"My care was extremely good"

"Everyone made me feel at ease and it was never any trouble to do things for me. Only thing that needs reviewed is the time it takes from the doctor saying you can go"

home to the time you can leave the hospital, this needs to be shorter”  
“The nurses are very dedicated to every patient, great ward to stay on”  
“The staff was caring, could do with more staff as everyone ran off their feet and it is dangerous”  
“I was very pleased with how I was looked after. Nurses were spot on, no both should have more money for what they do”  
“My care has been excellent. I had two major operations in 10 days. The whole nursing staff have been absolutely brilliant with me. The dedication the staff show is beyond belief. Thank you all so much.”  
“Everyone was friendly, caring and sympathetic and attentive. I was embarrassed about having to give my urine/blood after going to the toilet but the nurses were lovely and professional. I felt fine in the morning the chief doctor/consultant (?) come...”  
“Friendliness, kindness, humour, compassion. Best of all the care!”  
“Very nice and this made your stay relaxing. Polite and caring”  
“Nurses have been great, even when the ward has been full. They’ve made my stay enjoyable as can be and made me feel very relaxed”  
“Could not fault anyone on Ward 3. Very nice and could ask them for anything, nothing is too much bother for them, also night staff were very good. No complaints at all and thank you for all of your help and everything”  
“The staff are friendly and professional even though they are very busy”  
“Attitude of all staff and being fully informed at all times. The staff were caring and professional”  
“Couldn’t be better, excellent care and attention. Staff were wonderful”  
“I have no complaints at all, thank you!”  
“They care for you at all times, day and night”  
“Yes, very good”  
“Waiting times on medication when due to go home”  
“Always helpful”  
“Everything excellent”

### **A&E Dept STDH (Type 1)**

“Staff were amazing, pleasant and so polite and helpful. My experience apart from the pain excellent”  
“Horrible”  
“Brilliant nurses and doctors”  
“After confirmation from the Acute Team that a treatment at A and E was important information from results (bloods & observations) would be there ready. They were not. Better communication process recommended”  
“I had very good care”  
“She is great thank you”  
“Nothing at all”  
“I hate it”  
“The timing it takes to get seen to needs to be improved”  
“Nothing”  
“Not enough nurses”  
“Too many nurses sitting around”  
“Nothing was good about the care. You have 4 nurses and only one seeing to people”  
“Nothing”  
“Absolutely sod all! The waiting times need to be cut dramatically. Staff in groups gossiping and laughing for hours!”  
“Waiting time and for doctors to listen improvement”  
“Bedside manner by doctor with black beard and glasses was terrible and when I told him my pain was severe he refused me a chest x-ray and sent me home to take

some paracetamol”

“1<sup>st</sup> visit Sunday, nurses were friendly but senior registrar expected my husband to get out of his wheelchair, arm in a sling suspected fracture to take his BP – ridiculous. Only one doctor and a room full. Tuesday kept waiting far too long an hour past our appointment not good enough”

“No pain relief given, not told anything”

“Had to wait to long for assistant and help”

“Waiting time”

“Nothing/everything”

“Length of time you wait, been coming here for nearly a year, scan after scan and still not sorted. Wish I had gone to RVI”

“The care was exceptional; problem was waiting time 3 hours wait before we were seen. Patient had dislocated shoulder which doctor himself said should have been seen earlier”

“More doctors and time you wait to get seen”

“Nothing was good and everything needs improving”

“Seen straight away”

“Nurses in kept laughing and talking on mobiles while patient waiting. Not good”

“Nurses on mobile phones and laughing in bottom room, not much work being done”

“Nothing good”

“Initially good, saw nurse at 10:00am but still waiting for a bed (after x-rays) at 16:30. Find this unacceptable. Was cold in waiting room even though nurses got me blankets (must say nurses were brilliant and wonderful manner)”

“The nurses were canny and knew what they were talking about”

“Triage and staff nurse great. Very friendly and helpful. Waiting 10 minutes at reception desk was very unhelpful”

“Very informative however only in minor injuries unit”

“Could listen more”

“Care was fine. Department looks tired and dated (this is the first time I've been)”

“Waiting time could be improved”

“Quick and efficient relief”

“Quick”

“All the nurses in just chatted”

“Long wait times, but staff were really thorough once I was seen”

“Fast service”

“Spot on”

“Care was thorough”

“Handled well by nurse”

“Very good does not need any improvement”

“N/A”

“Very ensuring on the mental side”

“Very polite”

“Prompt and polite”

“Nothing to be improved fast treatment”

“The nurses were very helpful and spoke clear to me. Felt at ease”

“Did not wait long”

“Doctor and nurse who explained everything”

“Waited 5 hours for admission”

“Delay on x-ray”

“Friendly staff”

“The staff were fantastic from triage to my end of treatment”

“Waiting time”

“Very friendly people”

“Was good and quick, no improvements”

“Quick”

"N/A"  
"Friendly staff, waiting could be improved"  
"Good staff"  
"Quick and efficient"  
"Good"  
"Waiting time"  
"Thorough – wait time initially was long"  
"Nurses were polite and were very helpful and easy to understand. Improvement more staff, more rooms"  
"I had a good check-up session. Workers are friendly. I had to wait for a bit, if you could speed that time it will be better thanks."  
"Nice staff"  
"Fast friendly"  
"Great"  
"The doctor give me some care and ask me don't worry too much about my bladder and he did scan as well"  
"Nurse"  
"Very informative/helpful"  
"Some lovely caring people but you have to wait ages before you even get seen"  
"Seen very quick"  
"Waiting for 3 hours from 5:30am leaving 8:15am"  
"Treated my condition well and were very friendly"  
"Quick and friendly"  
"Fairly quick through department even though it was very busy"  
"Was OK"  
"Very good"  
"Very good, quick, polite"  
"It's fine"  
"Been attended to quickly, nurses polite and courteous"  
"Nurse was nice"  
"Seen to very quickly"  
"Staff helpful, waiting times could be improved. Waited over an hour for an x-ray – could have more radiographers on a weekend"  
"Quite pleasant"  
"Waiting time, lack of information relating to – needs improving. Staff busy +++"  
"Doctor was polite and friendly. Nurses nice"  
"Fast and efficient"  
"Quick"  
"Informative and willing to explain"  
"Responded quickly"  
"Just waiting time"  
"Quiet, fast and friendly service"  
"Care was excellent, could cut waiting time by having more staff to reduce pressure on staff as well"  
"(J) the ENP was really lovely and professional, caring attitude"  
"Information provided"  
"Lovely friendly staff"  
"Good quick turnaround from x-ray. A long wait to see triage nurse 47 mins"  
"Staff were top class, thanks for all your help"  
"Fast seen to quick"  
"Friendly/helpful"  
"Helpful"  
"Caring staff"  
"Explained what needed to be done"  
"Staff friendly always willing to help"

"Polite, quick, helpful smile"  
"The nurse I saw as extremely friendly. Was seen to in a reasonable time"  
"Quickly assessed and treated efficiently"  
"Very friendly"  
"Good care"  
"Quick easy, well looked after"  
"Shorter waiting times"  
"Staff were very caring and reassuring"  
"Honest advice"  
"Speedy, informative and accurate. Very helpful advice given"  
"Speedy service, good attitude of staff"  
"It was very quick today, came home at night time"  
"All good"  
"The quality and attitude of the nurses. The wait times could be improved"  
"Lots of info when was seen, really friendly and caring. Good service"  
"All good"  
"Good about my was that I got the care I need and all the was helpers"  
"Nothing much done, blood tests"  
"Seemed to be a lot of waiting about for results etc but was dealt with very quickly when pain got worse – was moved into a side room"  
"The staff explained everything very well. A lot of waiting in different rooms till seen. Easier to just go straight to where you needed"  
"More ambulances to take you home"  
"Nothing this time it was quick efficient and friendly"  
"Good. Times could be less"  
"Very fast"  
"Extremely long waiting times"  
"The care from two of the three nurses was fantastic. Communication and knowledge was great"  
"Very helpful, seen almost immediately"  
"Fast seen to"  
"Helpful and polite"  
"Friendly staff, waiting time (nearly 3 hours)"  
"Waiting time"  
"Staff were informative and friendly"  
"Everything it was quick and good"  
"Quick friendly service"  
"Very friendly and understanding"  
"Everything was fine about my care, happy with it all. Lovely staff members"  
"The time you could be seen"  
"All care is brilliant and polite, don't need improved"  
"Swift diagnosis of problem. Professional, polite attitude"  
"Nurses/doctors are lovely. Communication is great, lovely staff"  
"Informed at all times"  
"Friendly and fast"  
"Was seen quickly and they were professional"  
"Everyone has been very professional and charming"  
"Excellent care"  
"Happy staff made me feel welcome"  
"Wonderful treatment that could not be improved on anywhere in the NHS. Well done South Tyneside once again"  
"Staff very friendly and efficient"  
"Seen very quickly and Triage nurse was very good"  
"Care was very good, no improvement needed"  
"Very prompt, very efficient, kind, caring and polite"

"I like the service of (K) and (L). They gave fantastic service. They are very very caring. If everyone follow their service..."

"Very quick, very professional. Excellent nursing care"

"Lovely staff"

"Friendly staff"

"How fast the service was the nurse was extremely confident in her work"

"I was seen pretty quickly upon arrival, received a professional and friendly service"

"Seen to as soon as possible"

"The care received was good, friendly and very efficient"

"Very quick, very professional, friendly service. Very pleased with service"

"I have very poor veins, doctors very competent and helpful, explained things well"

"Lovely staff, very friendly good treatment. (Free)"

"Very good"

"Quick, pleasant staff"

"Nurse and doctor go to explaining what was going on and gave me enough information"

"Gentle caring staff"

"Quite a long wait, but good care"

"Kept informed and seen quite quickly"

"Excellent service, speedy service and friendly staff"

"Seen to within a very short time. Nurse very caring and understanding. Having x-ray put my mind at ease, couldn't be improved - excellent"

"They are very friendly and quick"

"Got seen to quickly but papers weren't passed back so sat waiting for half hour"

"They looked after me"

"Friendly staff"

"Very quickly seen"

"Good service"

"The nurse (J) was very helpful. She gave very good care about my toe damage"

"The staff are excellent and friendly, so cold in waiting room"

"Friendly and helpful workers and felt comfortable with all staff"

"My mother was given good treatment and I am happy to recommend this hospital good to friends. She had a stroke and everyone was helpful"

"Horrible"

"It was fantastic"

"Everything was fantastic"

"Very helpful and very polite"

"It was fantastic"

"Fantastic"

"Quite quick"

"Doctor very pleasant. Gave me good examination, lovely bedside manner. Thank you"

"The staff were very professional and kind"

"Very fast treatment and very polite nurse"

"Very friendly and efficient. I have felt very well looked after"

"Lovely caring staff. Dr (K) excellent. (Good luck with the new baby)"

"Prompt professional attention on a busy department. Staff working very hard indeed. Staff nurse (M) and (N) from ITU particularly reassuring and plain speaking"

"Very efficient, pleasant staff. Did not have to wait long"

"Really quick examined and x-rayed"

"Friendly staff, well looked after by them. Overall received good care from the nursing staff"

"The helpfulness and urgency I was seen"

"From admission to being seen it was very quick. I was fully taken care of and made to feel at ease. A very good job and top service"

"My Mam's care was very good thank you"  
"Prompt, efficient, friendly, very good service. Totally put at ease"  
"Very friendly and professional. Waiting time – good"  
"They reassured me and were very caring and helpful"  
(Comment not in English – does not translate from German)  
"Prompt"  
"Student (O) very helpful. A credit"  
"Quick response, good staff"  
"Staff very polite and helpful"  
"Very professional and understanding and kind and efficient"  
"Everyone was fantastic fast and efficient, caring. They all did a wonderful job"  
"Quick fast response to my medical needs"  
"Very good service"  
"Doctor (P) explained the reason why I am having seizures in great detail which made sense and reason for my condition. Other departments have told me they don't know why seizures are happening"  
"Staff were helpful, polite and thorough"  
"Excellent"  
"Woman called (Q) was very helpful and gave warm welcome"  
"Very good, fully explained everything and offered very good advice"  
"Extremely helpful, good advice"  
"Care was very good, waiting times could be better"  
"Very thorough and friendly"  
"Staff very helpful at A&E, however I need not have been referred. Minor surgery 13 days ago to remove a lump at Palmers, stitches removed at GP - nurse wound re-open. Told to go to nurse she could..."  
"Very quickly seen to staff polite waiting time minimal. Much more efficient the old A&E system"  
"Everything. Thank you"  
"Got seen straight away"  
"Prompt caring"  
"Very helpful absolutely no complaints, excellent care"  
"Everything was excellent"  
"Good care"  
"I was dealt with promptly and courteously"  
"Everything was good and made to understand what was the problem"  
"Felt very at ease"  
"All good - nurses very caring and explained all treatment well"  
"Time"  
"All treatment from entry to leaving A&E they are worth their weight in gold"  
"Nothing staff fantastic"  
"Nothing it's perfect"  
"Excellent care"  
"Prompt and efficient and attention. Pleasant and friendly staff"  
"Nursing staff friendly, approachable and caring"  
"Quick, caring and thorough"  
"In and out in 40 min excellent"  
"Friendly, caring, advice given"  
"Nurses took good care of me and kept me informed on everything as I went through the process. Thank you all"  
"Very thorough, explained in detail, friendly service, made to feel at ease"  
"Very good"  
"Very fast and efficient"  
"You did not have to wait not all from time getting here to having treatment"  
"Nothing, speedy professional staff. Excellent"

"Everyone was very caring, polite and willing to do everything possible to help. Also very friendly"

"Triage was good. Treatment from the specialist nurse excellent. Booking in receptionist not very good"

"(R), (L) and (S) were good"

"Very attentive staff. Very friendly"

"The nurse was very helpful and clear with my problem"

"Treat nice, felt at ease"

"All good"

"The care was very high standard don't think it needs to improve"

"Was seen to within an hour staff were nice"

"Great care"

"Brilliant"

"Was seen very quickly, everybody friendly and helpful"

"Very prompt and efficient"

"It was perfect, I loved it"

"Was fast"

"Good staff, waiting times"

"Care was excellent, very friendly staff and to me no improvement needed"

"Friendly, improvement would be sports news when waiting"

"Nice people, fast"

"Was seen by specialist nurse, lovely lady and very caring"

"Quickly seen to good advice given by (Q). Very happy"

"Very good"

"They were really helpful, really friendly. They did really good job and they were really helpful"

"Very friendly and prompt"

"Seen straight away excellent very happy"

"Quick attention and good care"

"Nothing"

"Seen very quickly"

"Was seen to quickly"

"The nurse was very attentive and pleasant. Very helpful"

"Was seen to really quick"

"Very thorough"

"Very pleasant nurse, with good attitude and care!"

"Everything"

"Pleasant staff. Time"

"Dog bite. None"

"Seen to quickly and professionally. Listened to, examined thoroughly. Action was taken to address my needs"

"Everything was good thank you"

"The care was excellent, the only thing that could possibly communicate a bit more. But I know this is not always possible"

"First class treatment and very efficient from start to finish"

"Staff were lovely and gentle. Need more staff. They are worked very hard"

"Attentive, caring considerate"

"I can't complain all staff were friendly and helpful"

"Kind and caring, thank you"

"Doctors and staff very good. Service, more staff would improve the services a lot better. PS staff and doctors are very pleasant and very helpful"

"Very well looked after. (Q) was very good"

"The nurses were great help perfect"

"(Q) was very helpful and caring, thank you"

"Everything"

“Very friendly and cured me on the spot. Very happy”  
“Quick and friendly staff”  
“Easy to talk to”  
“Quality and attitude of staff”  
“Customer care”  
“Very friendly and quick”  
“Very friendly and quick”  
“Quick, friendly and understanding”  
“(Q) is fab, I love her always, see her soon”  
“(T) fantastic at calming me”  
“Happy with care”  
“Fantastic care”  
“Service was quick”  
“Communication was excellent, standard of care was very good”  
“The staff was excellent, kind and caring. Very good”  
“Doctors explained in great detail and put my mind at ease”  
“Everything explained in full, great staff and service was excellent”  
“Very good, did not wait too long”  
“The staff were very attentive. Care very good”  
“Care was excellent. Staff efficient and friendly only negative was the long wait for a bed”  
“Nurse polite. Did not wait long”  
“Quick and very good”  
“Staff on ward were very polite and caring. Obviously can't be helped however a lot of noise on ward by other patients”  
“Pleasant staff seen by (U) – bloods done by (V)”  
“The nurse was really nice and she gave us a really easy treatment”  
“The nurse was ‘geet’ canny”  
“Very thorough”  
“(Q) nurse practitioner fab”  
“Fast efficient, explained everything very well”  
“Every part of it was good”  
“Friendly staff”  
“Doctors and nurses are really nice and kind”  
“Excellent staff”  
“Fast attention”  
“Very quick to see me. Good nurses”  
“I received very good care, staff really helpful”  
“Fast response time, great knowledge by staff members, very informative. Helpful, kind service”  
“Unexpectedly – a very quick and very friendly service. Thank you”  
“Very pleasant staff, staff explained concerns and procedure, giving clarity. Refreshments whilst waiting long periods and no cash for beverage machine – continued below....”  
“Excellent nursing care – very attentive and caring - superb care”  
“Yes it was very good. I would improve nothing, was seen to as fast as they could”  
“Nurses are great”  
“Friendly staff”  
“Efficiency, speed, politeness”  
“Very efficient and pleasant”  
“Very polite and nice staff, thank you”  
“My care today was amazing. The nurse (R) was fantastic and the gynaecologist was lovely, very happy”  
“The nurse was very helpful – wouldn't change anything”  
“Time waiting”

"Very happy with staff and way I was treated"  
"Staff very friendly and helpful"  
"Everything was more than adequate staff very efficient and friendly"  
"Length of waiting time lovely friendly staff"  
"The compassion and understanding as well as the professionalism of the nurse"  
"Everything fine, no problems at all"  
"The care I received was fantastic, I could not fault it. Thank you to all the staff on A&E and Rhesus"  
"Didn't wait too long to be seen"  
"Care was spot on"  
"Totally satisfied with care"  
"Quick and caring"  
"The nurse who treated me was amazing put me at ease talked to me while my finger was lanced"  
"Seen straight away"  
"The care and attention given to my dad was extremely good"  
"We were seen very quickly and have no complaints"  
"Staff friendly and informative"  
"Lovely staff and very quick"  
"We got seen straight away"  
"Nurse was very kind full of smiles and put my mind to rest"  
"Only waited one hour to be seen which is not bad. Very helpful and attentive"  
"Very caring, efficient and sensitive staff. I got checked thoroughly. Staff non-judgemental too"  
"Quick and efficient and pleasant"  
"It was done quickly by lovely staff and doctor (W) and (X). Thanks"  
"Quick"  
"Excellent"  
"Very pleasant staff, speedy visit. In and out in under 1 hour"  
"Quickly got me settled"  
"Staff were friendly, easy to talk to didn't have to wait long"  
"Very good service"  
"Everyone was kind, respectful and sympathetic"  
"Caring manner, attention to detail felt at ease"  
"Excellent"  
"Great care, professional all the way through"  
"Really nice people and nurse staff etc."  
"Everything good- nothing to complain about. Excellent care – 100%"  
"Treatment was very thorough. Staff very pleasant and helpful"  
"None"  
"Friendly and professional. Endeavoured to make me aware of any changes"  
"Seen fairly quickly – staff very pleasant"  
"I didn't have to wait long and the nurse was very friendly"  
"Got seen really quickly. All staff were friendly and helpful and efficient"  
"Cheerful staff, not too long to wait. Nothing"  
"Easily understandable, explained everything well. Friendly, easy to talk to, quickly seen"  
"Prompt attention, courteous staff, happy with outcome"  
"Speedy friendly staff"  
"Fast, efficient and friendly"  
"Waiting time was short. Friendly staff that explained things well"  
"Very polite, helpful, understanding"  
"Was seen to quickly, friendly helpful staff"  
"Very friendly and quick"  
"Everything excellent, care 1<sup>st</sup> class"

“Kind and caring staff, treat you with utmost care. Many thanks”  
“Waiting time was excellent”  
“Excellent time”  
“Very professional and caring approach”  
“All care was good overall”  
“So quick, friendly and helpful. Very professional and caring. No improvements required”  
“Timing very good”  
“Was seen very quick, lovely nurse overall 10/10”  
“Fantastic attitude by all staff that came in contact with. Thank you”  
“The time and attention given”  
“The care and compassion given by the doctors and nurses, was excellent on a time when the department was very busy”  
“(U) was very friendly, approachable and accommodating. Very professional and at the same time showed lovely pastoral care. Informative/kind aftercare received”  
“Friendly, explained everything perfectly, swift and caring”  
“Very kind and helpful staff. Very informative, short waiting time”  
“Very good care”  
“Care and attention very prompt”  
“After a little wait, very efficient”  
“Excellent very helpful”  
“Absolutely fab. Really good from walking in to walking out”  
“Seen to, no waiting for long”  
“The speedy and professional service supplied by your very good medical team”  
“Immediate attention (15mins)”  
“Nurse (Q) was extremely thorough and helpful. Very important when you are in pain and feeling vulnerable”  
“A very prompt and thorough service”  
“Seen straight away”  
“Most things were good, but the wait could be improved”  
“The nurses were very helpful”  
“Very good staff quick and efficient service”  
“Very kind and helpful and friendly – thank you”  
“The nurse was very friendly and helpful”  
“Everything that the nurses done for me was brilliant couldn't fault it”  
“Very good care and advice”  
“Very positive and confident lady who looked after me. Showed great knowledge of her job”  
“Treatment and care excellent”  
“(I) extremely professional and knowledgeable. Triage (V) also friendly and professional”  
“I got seen quickly and everyone that saw to me was friendly efficient and kind. I can't see any improvement needed”  
“Staff friendly and caring, explained what tests where for to check out my problems”  
“I got good care”  
“Everything was seen to quite fast. No improvements, very good service”  
“Staff were fab”  
“Staff were good”  
“It was quick and friendly”  
“Staff were brilliant”  
“Treated very well by all staff members”  
“First class excellent service, doctor wonderful”  
“Paramedics fantastic. Staff at hospital fantastic. Wage increase for staff”  
“Brilliant care by (Y) and (Z)”  
“Good care”

"Lovely nurse practitioner. Seen quickly, very thorough"  
"Everyone was very friendly and happy to help. It was nice to feel like even though my rash was minor, it was treated seriously"  
"Very quick care"  
"It is fantastic"  
"They helped me very well. I would like the doctors to use super powers what make people well"  
"Fantastic"  
"Very good care and help"  
"Seen straight away"  
"Excellent service, well looked after, lovely doctor"  
"My care was excellent. It was carried out promptly and in a very friendly yet professional manner. (X) the nurse was very reassuring and gave thorough..."  
"The nurse (AA) was excellent. (Well done) credit to STH"  
"The nurse was very helpful and friendly"  
"Nothing - the nurse was great and I had the hots for the doctor"  
"Everyone was so nice and kind"  
"Very friendly let know exactly what happening"  
"Quickly assessed. Pleased with suggestion of seeing nurse about anxiety and panic attacks"  
"Doctors and nurses all very kind and considerate. Ambulance arrived before I put the phone down. Again the same as above the response time was excellent"  
"Everyone was so nice and friendly and made me feel comfortable despite being anxious. Only issue was it took a long time to get my blood"  
"Everything was good from coming through the front door. All staff were very professional and competent with great attitude"  
"Thoroughly checked over and x-rayed. Nothing to improve"  
"Quick to get seen, clean and quiet"  
"Quick friendly advice, thank you"  
"The doctor was very helpful and attentive (J). Also the nurses were kind and helpful"  
"Everything was very good. The organisation before four different departments that I was in this morning was first class, x-ray, blood, ECT and casualty"  
"The excellent service from (BB and CC the doctor)"  
"Excellent care and treatment, thank you very much"  
"Everything was very good, improve nothing"  
"Short waiting time"  
"The nurses – waiting time not to long"  
"Friendly, relaxing"  
"Nurse very helpful and reassuring"  
"All explained well to me"  
"The lady was very polite and friendly and very caring"  
"Registering parking as had to stay with mother I law as has had numerous falls. Staff on department were lovely"  
"Prompt informative caring"  
"Excellent care throughout, seen very quickly"  
"All was excellent, we could not think of any improvements"  
"Doctors were very good, professional and treatment was fast"  
"It was quick, un-stressful"  
"Staff very pleasant"  
"Nurses were excellent during my various stages of care, (DD, Z, EE, and nurse FF)"  
"Nurse established a good rapport"  
"Nurse was fantastic, good sense of humour. Good rapport"  
"Speed I was seen to very quick"  
"Friendly staff"  
"Doctors were very good. Nurse (GG) was lovely"

“Quick, polite and friendly”  
“Really good, very quick to be seen”  
“Very quick service”  
“Very good/excellent. Nothing could be improved as doctors and nurses are very kind and understandable about my problem and very quick with the service”  
“Very prompt, helpful and friendly”  
“Staff were nice on approach, care was excellent, not much needed on improvement”  
“Very friendly, informative and caring attitude”  
“Efficient treatment/tests, procedures explained. (Not keen on radio in waiting area)”  
“Doctors were very good, nurse was lovely”  
“Very helpful”  
“Very polite, very quick couldn’t ask for better”  
“Staff were really good and understanding, great job”  
“Was seen very quickly, staff were very pleasant and professional. They explained everything very clearly. I was made to feel very safe. I was looked after very well indeed”  
“Staff very helpful made to feel at ease”  
“Everything was good”  
“It was quick and efficient”  
“Pleasant nurse put me at ease. Very good care from all staff”  
“Well very good”  
“Very quick to be seen and fixed up. Loved the nurse I first dealt with”  
“I cannot fault anything about my care”  
“Fast and accurate care, very helpful and understanding”  
“Seen fast and did not feel that I was rushed”  
“Nothing was any trouble, my Mam was very well cared for, lovely nurses and doctors, put my Mam at ease”  
“Friendly staff, efficient care”  
“Very attentive and professional”  
“The best”  
“Everyone on shift between 7 – 9 ish on 25/11/14 ☺”  
“Everything was good as always”  
“Everything was great care and attention was second to none”  
“Speed being seen. Nurses manner etc.”  
“Informative, attentive”  
“Perfect”  
“It was friendly staff. Quick to get treatment”  
“Very friendly and quick”  
“Good advice and aftercare”  
“Specialist nurse recommendation to get entitled treatment”  
“Excellent throughout”  
“Extremely attentive and took care of everything efficiently”  
“Excellent ENPS lovely”  
“Nurses in A&E were lovely”  
“Excellent service”  
“The nurse was very kind and understanding, she put my mind at rest. Thank you very much”  
“Very quick didn’t have to wait about long”  
“Very helpful”  
“Great care very nice”  
“Great communication, very polite and helpful, nothing could be improved”  
“Lovely staff! Pleasant, friendly and efficient”  
“Can not go to the toilet”

"Physio was good, nurturing care, good personal care always. Dignity not always taken into consideration"

"Very caring staff who are very good at what matters, patient care and welfare, plus my own welfare. Thank you"

"Very good care. Good communication, food could be better but not too bad"

"Everyone here are extremely friendly, kind and helpful. I never have to wait long for my appointments and I am always made to feel welcome and comfortable"

"Excellent nursing, attentive voluntary staff, couldn't improve"

"Care and attention very good"

"This is the best ward In the hospital, the staff are fantastic, so caring, they have a lot of patience. Pity the rest of the wards aren't like this"

"I can't compliment the staff from domestics to consultant highly enough. They have made a sensitive, worrying time for me in hospital excellent, pleasant and bearable. Thank you very much"

"I was very likely looked after in every way"

"All staff have been good and friendly which makes a difference. No faults"

"Very quick diagnose. All staff very helpful and explained everything to me, very friendly staff"

"All been great, very clean"

"Very caring staff, nothing a trouble"

"The staff were the best. More staff"

"I think everything concerned was good"

"Brilliant"

"Very well looked after, all the nurses were lovely, very pleasant and helpful. Also the doctors were lovely"

"All staff were caring and supportive. They were also very understanding and made sure I received the best help available. Thank you"

"Good feed at regular times and caring staff. Less noise during night"

"This group is the very best. 10/10"

"Care was really good, but I felt that there was not enough hands and a busy ward"

"No improvements neede"

#### Antenatal Consultant Care (36wk)

"The staff are very nice and friendly. However I feel in my case for this pregnancy I have been left confused and uninformed at times as I have had some complications. Also a lot of waiting times at GP appointments and less so, antenatal assessment"

"Waiting times"

"Always fully informed all the way through"

"Friendly staff and very efficient service"

"Can't really fault the care that I have received to date"

"On call if needed"

"Thorough and friendly staff"

"Nice and friendly staff, just time keeping could be improved"

"Very attentive and everything was always fully explained. All staff very polite"

"I have been well looked after and attend the hospital every week as I had gestational diabetes. I have been well informed about my condition. Staff are all very positive and caring. Very happy with the service"

"I was cared for very well"

"I feel well looked after and baby is being monitored well"

"Helpful staff and friendly waiting times"

"Everyone is friendly and kept me informed about everything I need to know"

"Friendly, comforting"

"Staff are friendly and answer any questions that you have. They make you feel at ease and are approachable"

"Always listened to my concerns about my pregnancy and had good care when I

needed it”

“Very friendly always make you feel at ease and leave happy. Thank you. Amazing staff”

“Staff are very helpful and caring, well looked after”

### Anticoaglant Services

“Excellent”

“The staff very good”

“Not sure yet it’s only my second visit to this department”

“Seen promptly. Given more information about your problem (times for operation etc) left to last minute or sometimes they don’t know!”

“Didn’t have to wait long to be seen. Staff pleasant”

“Always polite and helpful”

“Very good, nothing”

“A very friendly service”

“Not waiting to long”

“Appointment time kept to schedule, very efficient and friendly. Always advice if needed”

“No complaints at all”

“Very good care, no improvement needed”

“OK”

“Friendly and helpful”

“Nothing”

“Very happy about care when attending appointment at outpatients D/Centre”

“Prompt and efficient and friendly. Informative”

“Service is fast don’t wait long”

“The volunteer on the desk was very helpful and she was pleasant and welcoming and made me feel so much more confident. The lady is (HH)”

“Seen quickly helpful staff pleasant surroundings”

“Staff are very helpful and friendly doctors and all other staff. Thank you”

“I have had a lot of treatment and medicines this year at STDH unfortunately. But I have received first class treatment in all departments, thank you”

“Staff very helpful and caring”

“Nothing”

“The care is efficiently organised, carried out with courtesy and attention to detail. I cannot see how it can be improved. Very well done”

“Good, nothing”

“It is great as it is”

“Very efficient and friendly”

“Everything satisfactory”

“Everybody very helpful, never wait long. Nothing to improve”

“Overall very good”

“Always quick attendance to be seen”

“Had minor stroke good care”

“Excellent top rate care”

“Very good service, friendly staff I don’t think there is anything to improve a very well-run clinic”

“Excellent”

“Staff very friendly, helpful”

“Keep as is, no complaints”

“Very pleasant and over in no time”

“Caring staff, knowledgeable and very professional”

“I don’t have any complaints and I have always found the staff friendly and helpful”

“Staff very helpful”

“Very good”

"Good nurse, doctor very good"  
"First visit"  
"Very good care"  
"On time no problems"  
"Good"  
"Prompt and caring"  
"Numbers on time slots could be reduced"  
"Quick and easy"  
"Very good time wise, nothing"  
"Prompt service"  
"Very good staff very friendly and quick service well pleased"  
"Good"  
"They are very helpful"  
"Efficient, fast and friendly service and staff. Nothing to be improved"  
"No complaints"  
"Quick"  
"Happy with service"  
"No improvement necessary"  
"Not much wait"  
"I can only praise the staff and doctors for their kindness and consideration at all times"  
"All OK"  
"Improvement already made as there is less waiting time for tests"  
"It was quick efficient and couldn't be improved"  
"All staff are helpful and friendly"  
"No problems, don't know how to improve but need new system. Thank you"  
"Very friendly staff and quite quick"  
"Good care. Friendly helpful staff"  
"Efficient, caring and comfortable"  
"Everyone is very friendly makes you feel at home"  
"Staff pleasant and friendly"  
"Very efficient appointments on time in and out quickly"  
"The treatment I have received has been first class by all departments, staff have been very attentive and caring"  
"Doctor was very helpful and I have no complaints at all"  
"You never have to wait nurses and receptionist are very friendly. I am very happy to go to clinic"  
"Staff very considerate and willing to help"  
"Quick appointments no improvements"  
"Good communication from clinicians, prompt appointment times and friendly staff"  
"Polite staff"  
"The care I received has been of the highest standards in all departments. All staff have been professional and caring at all times"  
"The staff are good from going in until you leave"  
"Good prompt friendly service"  
"The politeness of staff"  
"Regular monitoring and friendly staff"  
"Staff friendly and helpful"  
"Very prompt"  
"Staff pleasant and looked after me"  
"Very good treatment"  
"Explanation in clinic first class"  
"Staff are friendly and welcoming, they are prepared to listen to what I have to say and answer any and all questions I ask, giving easy to understand answers"

"Appointments were on time. Not applicable."

### Cardiography

"Extremely swift and efficient service staff very pleasant and accommodating"

### Cardiology

"Very efficient appointment on time. Staff friendly and explained things. Cup of tea whilst waiting would be nice"

"Not one thing good! Every time rang up for results no one knew where they were. 10 month down the line still no results"

"Staff very pleasant to deal with, waiting in clinic very long"

"Appointment keeping is very poor. My appointment was for 14:15 as of yet I still haven't been seen and it's now 15:00. Other than that my wait was very good"

"I was seen at the time of my appointment"

"Very prompt, improvement good"

"Everything's fine"

"I felt at ease with everyone I seen all good"

"Felt like the staff looked after me well"

"1) In General good all round experience – slight wait to be seen by consultant 10:30 – 11:30. 2) Perhaps if patient is driving gave him/her time to settle down before taking blood pressure"

"Consultants"

"Good environment, running to time"

"Questions were very thorough and I was happy with the concern of the doctor. No improvement"

"Pleasant staff"

"Care was very good and quick"

"Very good service and care"

"Friendly professional staff. Doctor (II) fully explained my condition and was very patient making sure I understood. The time between echo and consultant appointment could be improved"

"Fast and efficient"

"Quick to be seen"

"All staff are helpful and caring"

"It was all run efficiently without too much waiting all the staff were great"

"Excellent care – once you get here! The 11 week wait is the only improvement I can suggest"

"All staff very good"

"Professional staff, pleasant surroundings"

"Everyone is very polite and reassuring"

"My care was very good. I can't see how it could be improved"

"What was good: extremely clear and precise explanation by both the junior and senior heart doctors who both have very good bedside manners. What could be improved: more cardiac patients are not young. Therefore many have hearing difficulties. The young oriental looking announcer was too quiet when calling patients. Him to speak up. The cardiac nurse couldn't decipher the..."

"Seen quickly no hassle, pleasant friendly staff"

"Most attentive, very good service"

"Staff very friendly and helpful nice surroundings"

"No sitting around for hours waiting to be seen"

"Very good"

"Punctual and efficient, no need to improve any further"

"Staff friendly at all times but more staff needed"

"Very friendly staff"

"Friendly kind staff"

“Satisfactory”

“An extremely pleasant and helpful nurse who checked my weight and BP”

“Staff very friendly and helpful, explained everything about to happen”

“Speed with which I was seen. Didn’t feel the doctor was listening carefully asked same question several times but not given chance...”

“Very good”

“Very good”

“Very polite, and caring always has been, every time I have been here”

“No compassion”

“All the staff were very nice. I don’t think anything could be improved”

“Everyone was very friendly and helpful”

“Treated with respect and care”

“Friendly staff. Prompt initial testing. Specialist was approachable, and explained things clearly”

“They were very good”

“Everything was fine, no problems”

“Everything was OK”

“Staff very friendly and helpful”

“Nurses nice and friendly”

“Very good”

“Very efficient”

“Nurses and doctors very pleasant”

“Prompt and friendly”

“Doctors and nurses are always cheerful, pleasant and ready to help”

“Very quick and happy”

“Friendly and professional staff very hard to say about improvement”

“Quick and efficient”

“All staff very nice to everyone”

### Care of The Elderly, Out-Patients

“Doctor and all staff could not have been more helpful and friendly. What a team”

“Prompt service”

“Staff very caring, everybody very helpful”

“The kind way I was treated. I am having to think very hard so obviously not much”

“Able to pick appointment that suited me”

“I received a walker that I can sit down when needed. More tolerance. Excuse writing”

“Great attention from Doctor (JJ)”

“I was treated very well and staff were brilliant”

“Minimal waiting time, pleasant staff”

“Privacy, explanatory, reassurance, friendliness”

“Staff were very friendly”

“Nothing”

“Staff very helpful, consultant very caring, good atmosphere”

“Pleasant attitude by all the staff”

“Everything very thorough, staff extremely helpful and friendly very caring”

“It was very good, could not fault it at all excellent”

“Instant attention and caring staff”

“All the staff were most helpful and friendly”

“Everything was fine staff friendly”

“Excellent and polite staff, also Dr (JJ) first class”

“I feel as though I am having a regular check-up, very pleased with care”

“Things seem less complicated”

“First class, very good, caring”

“Nurse was terrific well organised friendly and speedy. Reception very friendly and

welcoming. Saw a doctor (LL) very thorough with an excellent bedside manner felt comfortable and that was down to the doctor. All in all a good visit”

“Very pleasant and helpful”

“Was looked after very well by doctor and staff. Improvement not necessary. Felt good about the outcome. Went home happy”

“Staff very friendly and helpful”

“The care we received today was excellent everyone was so nice”

“Everyone so pleased and helpful”

“The nurses so helpful and patient”

“Caring and attentive and nothing could be improved”

“Staff very attentive and caring”

“Very friendly staff treat everyone with kindness and care putting everyone at ease the staff explained everything they were doing”

“Appointment was for 2-10pm. Didn't actually get to see a doctor until 3pm. But understood why the delay. Staff very pleasant and helpful. Took care of me with preliminary examination. Doctor very easy to talk to”

“Everyone is kind”

“Staff always very friendly and welcoming – takes stress out of the routine. A smile a day always is welcome”

“Everything is excellent and we don't feel anything could be improved. Dr (JJ) is very approachable we got this appointment within 2 days – brilliant”

“All staff are extremely pleasant, helpful and attentive. Dr (JJ) is wonderful – professional but full of laughter and has given me great care over the years”

### Community Antenatal Care (36wk)

“Support available at hospital. Spoke to PP, was very good, had extra checks which was good”

“Everything got answered (All questions asked)”

“Any questions were answered”

“Friendly and informative”

“Very friendly staff and knowledgeable service made me feel very comfortable and able to ask personal/sensitive questions”

“Very friendly and helpful staff”

“Informative and friendly”

“All my care has been very good”

“Very friendly, happy to answer questions and made not to feel stupid when a health care professional myself”

“Very caring and explains everything in detail. Always willing to explain any worries or concerns”

“I've always been kept up to speed with information and when I've been unwell I have felt comfortable calling up”

“Great care, no improvements to recommend”

“Well taken care of, nothing to be improved”

“Kept a close eye on throughout pregnancy”

“Excellent care to date (36+4). My husband and I have always been made to feel well supported and informed by QQ”

“Everything all very helpful”

“All appointments can be fitted around daily routine. Feel welcomed/relaxed and able to ask any questions”

“The way I was treat by the midwives were lovely”

“Very nice midwives, make you feel at ease. Loved hearing babies heart beat on each visit”

“No – everyone was friendly and helpful. Any questions I had were answered”

“Very friendly and helpful”

### Community Falls Moorland

"Good communication and rapport with me. Would have liked more explanation in appointment letter about the falls clinic – what to expect"

"Friendly and happy, prompt diagnosis treatment"

"Staff very polite and helpful, very prompt and efficient"

"Very helpful and friendly"

"Friendly and caring, very professional"

"Very pleasant atmosphere, staff are lovely"

"Able to communicate with nurse – spoke clearly and was very friendly"

"Made you feel relaxed and doctors very friendly"

### Community Postnatal Care

"Things were explained in a good way and visits were good"

"The visitors were friendly and helpful. They gave useful information and advice. I felt at ease with them. Sometimes an estimated visit time was not given. This could be helpful"

"Well looked after"

"Knowing that if you needed support someone is always there and happy to help"

"Friendly, helpful and supportive"

"Everybody has been so friendly and helpful!"

"I was able to ask for advice and was given all the support, information directly"

"We felt very well looked after. Very happy with service"

"Everyone very friendly, nothing can be improved"

"Everything was good, apart from the fact that nobody suggested I should carry on wearing my support stockings after labour, so in the first week post-natal I developed a blood clot that was unnecessary and risky for my health"

"Received very good care while having my baby"

"Nothing was too much trouble. Felt comfortable asking question without feeling stupid which was great. No improvements needed"

"My care from the midwife was great and much better from when I had my daughter in 2010"

"Everything was good, everyone was so helpful and caring"

"Information and advice given"

"Feeling comfortable with everything. Staff were brilliant"

"Regular appointments, good communication"

"All care was brilliant!"

### Dermatology

"Need further consultation so cannot answer yet. Excellent! 15 mins later"

"Very quick"

"Getting treatment ASAP to check legs"

"Very prompt, good advice from doctor, bloods taken – very efficient"

"Friendly, professional and quick service"

"No"

"Friendliness of staff"

"Nothing to improve good service"

"Service is very good"

"Appointment on time very pleasant staff. Felt I got very good care"

"Prompt and efficient"

"Caring staff, efficient service"

"Putting mind at rest about what the problem was? Hope fully"

"Receptionists very helpful. Nurses very good"

"Very professional"

"Staff are always friendly and fantastic at what they do. Waiting time are getting out of control, staff need support"

"No problems or pain. Friendly but professional"  
"I know the doctor so I felt at ease"  
"Not long to wait for treatment"  
"Very prompt and efficient"  
"Very prompt, excellent care, also very understanding"  
"Very prompt"  
"Everything was great staff very pleasant"  
"Couldn't improve care as it was excellent, staff friendly and helpful. Didn't have to wait long to be seen"  
"Excellent on time service"  
"Very friendly and helpful. Thorough care given"  
"Doctor was very understanding and we got good care"  
"Excellent service, no negative comments"  
"Quick appointment – no wait. Doctor explained things well"  
"I have always had excellent care"  
"Everyone pleasant and seen promptly"  
"Everything very good"  
"Everybody very helpful and pleasant"  
"Everything was good, no problems at all"  
"It was very good and quickly treated to my satisfaction"  
"Doctor and nursing staff very helpful and pleasant waiting times could be improved"  
"The care very, very good"  
"Personal attention was good. Information about delays was alright"  
"Efficient and polite"  
"Excellent service"  
"No complaints about clinic visit except had to wait months to be seen when rash was so terrible and needed to be seen as on appointment rash had gone"  
"Efficient and polite staff"  
"Consultant excellent and listened and gave appropriate treatment for any condition"  
"Very good, nothing to improve"  
"Everything was fine no complaints"  
"It was quick on time and effective"  
"Warm and welcome felt I was a person"  
"Very helpful"  
"Made to feel comfortable, all satisfactory"  
"The doctor was very good"  
"Personal attention and prompt"  
"Doctor very good could find nothing to improve of follow up good"  
"Very good"  
"Excellent care, improvement excellent can't think of any improvement"  
"No long waiting times, doctors and nurses are friendly"  
"Everything fine"  
"Very helpful and informative and friendly"  
"I was seen promptly, efficient and friendly service"  
"Caring and understanding very polite"  
"Everything good, no complaints"  
"Amount of time to be referred to dermatologist by GP"  
"Understanding of the doctor and helpfulness of nurse. Approachable and friendly"  
"No problems what so ever"  
"The appointments were very prompt and the examination was thorough on all occasions"  
"Very prompt, happy"  
"Very good"  
"Doctor was very good at her job and polite. Nurse made you feel at ease. Very happy with treatment"

“Very good”  
“On time”  
“Very efficient service”  
“Prompt appointment lovely staff and lots of help and advice”  
“Very good care”  
“Didn’t wait long staff pleasant. Couldn’t improve on today’s visit”  
“Everything was very good. Doctor excellent”  
“Saw quickly”  
“Everything was fine”  
“Clinic was running on time and staff were very friendly”  
“Didn’t wait long. Nice surrounding, nice staff, well treated. Good advice from specialist. Nurses and reception good”  
“Explained everything in a easy and understandable manner”  
“Both doctor and nurse extremely friendly and put you at ease”  
“I was very happy with the service”  
“Clinic was almost on time. Staff very pleasant and professional”  
“Excellent, professional and informative”  
“Every time I attend I have received the best possible care! Long may NHS continue as is”  
“It was fine nothing could be improved”  
“Both doctor and nurse listened to me gave me encouragement and couldn’t be more kind, great”  
“Both consultants and nurse were very approachable. The clinic area is clean and there is plenty of seating”

#### Diabetic Non Consultant

“Quickly seen to, politely treat over good attention”  
“Staff are superb”  
“Very friendly, professional medical staff. Only have one suggestion to improve experience – something to read available in the waiting room”  
“Very good, don’t have to wait long, very caring. No!”

#### Diabetic Medicine Consultant

“I never recommend services but would definitely not have anything bad to say. The care and service was exceptional, on time and very efficient”  
“Better car parking, the waiting time improved”  
“Pleasant doctor had time to discuss condition and treatment”  
“The staff are friendly. I feel able to ask questions without being made to feel daft or laughed at”  
“Not too long a wait – staff very polite and friendly”  
“Satisfactory”  
“Friendly staff and quick”  
“Sound advice and care”  
“I was seen quickly and efficiently”  
“The doctor and the nurse I found were very easy to talk to”  
“Quick and professional”  
“Very efficient, great no problems”  
“All of it very good”  
“Prompt for blood pressure and bodyweight. Nurse and reception very polite and friendly”  
“Staff helpful, waiting times are not too long”  
“Very good care and treatment”  
“Friendly deposition, staff very important to me”  
“All times were as stated on my appointment sheet”

"Very prompt"

"Very little waiting time, all staff always helpful. Don't know"

"All staff and doctors very helpful"

"Waiting times are minimal, clean surroundings, courteous staff"

"I felt well looked after and didn't have to wait too long"

"Friendly and helpful staff"

"Everything about my care is good eg regular blood test, blood pressure monitored, eye test, feet checked. Friendly faces when I attend well cared for I would say"

"Got seen to rather easy and quick"

"I was in before time and well treated"

"Staff very friendly and polite. Nice waiting room"

"I have no problems with the service I have received in the clinic. No improvements needed"

"No hassle, polite nurses, good doctors to look after my needs, explained easy"

"Staff very friendly and efficient"

"Friendly and attentive staff. Good explanations of treatment"

"Consultants are easy to talk to and explain everything"

"I found everyone helpful and efficient"

"All staff friendly and professional"

"Quick and reliable service"

"I really appreciate the diabetes care offered by RR and the team at STDH. I am always treated as an individual, listened to and given the opportunity to ask questions – no matter how silly they may seem. Generally speaking the care at STDH has always been first class by all of the doctors and medical staff- and I've probably seen most of them in recent years! I appreciate the hospital so much that even though I have moved out of South Tyneside, I still choose to keep my medical care at this hospital. My only criticism would be with regard to the amount of time I often have to wait at the hospital to give blood samples. I try to avoid early morning people who are fasting for their blood test but the department is often extremely busy with lengthy queues. I often spend more time waiting to give blood samples than waiting to see the consultants themselves. I did notice a poster today advertising how many staff were on duty so I can only imagine that this issue has been raised before and the hospital are trying their best to address the issue with limited funds they have available from the government. Overall, a great hospital with great staff who I can't recommend highly enough"

#### EAU – Emergency Admission Unit

"All the staff are really helpful and dedicated to the job. A total credit"

"The care I received was very good and the nursing staff was very caring"

"Well looked after"

"Response time could be improved but this is obvious by over stretched resources"

"Staff great. Food not so much"

"The nurses were very friendly and caring, I can't thank them enough"

"Nurses were absolutely fantastic, couldn't fault them. Doctors told you what you wanted to know and made sure you were well enough to go home"

"Nothing to complain about, excellent treatment"

"Staff excellent and friendly"

"The staff never judged, never patronised me, never treated me anything less than equal. Could not praise staff highly enough. From the consultant to the domestic. Many thanks"

"Everything has been good, well looked after. Good nurses and doctors"

"My care could not be improved on"

"All the staff were very nice, friendly and caring"

"Love the staff! Kept my spirits up and the lights on when the rest of my world was dark! Thank guys!"

"No the care was very good and very kind nurses"  
"Extremely good. Would not be frightful to come again if I had to"  
"Staff good, long wait"  
"Good well round care"  
"The nurses were really lovely and helpful"  
"Friendly staff – good caring service"  
"Can not complain"  
"My care was excellent and I was treat with the utmost consideration and kindness by every young lady and doctor who attended me. Nothing could be improved"  
"Caring people and staff, well looked after"  
"Care and concern showed by all staff members"

EDW

"First class. Everything was explained"  
"Longish wait between treatments. Other than that OK. Treatments and dignity OK"  
"Waiting time could be improved"  
"Nurse was very friendly. Having a shower would have been better"  
"Everything was OK"  
"The waiting was too long. The staff were nice"  
"Staff very helpful. Could cut waiting time"  
"They informed me well about procedures and put me at ease"  
"Friendly people"  
"Nurse really nice, makes you feel relaxed"  
"My care was excellent and I can't find any room for improvement"  
"Made me feel relaxed when in a state of panic. Good team"  
"Everything was good"  
"Everybody friendly, efficient and attentive. Left in no doubt what was going on"  
"Everything was good about my care, I was seen on time and the nurses were very professional"  
"Everything fine"  
"Care given by all staff"  
"Happy, smiling, knowledgeable staff. Waiting times could improve"  
"Really good friendly staff"  
"Very informative and caring staff. The whole procedure went well and I felt comfortable at all times"  
"All staff were very nice, no waiting around luckily for me"  
"Took time to explain everything and put you at ease"  
"All care very good"  
"Very efficient and friendly, professional staff. The whole procedure was better than expected"  
"The nursing staff were very re-assuring in order to make the process easier"  
"Friendly staff"  
"Consistently good"  
"Everything"  
"Caring, efficient staff"  
"Nothing, all good"  
"Everything was explained to you as the staff did a procedure. Staff were kind, considerate and never hurried you"  
"Everything but the waiting time"  
"Nurses and doctors all very good, thank you very much"  
"Staff friendly and informative"  
"It was very friendly and supportive"  
"Staff care and attitude/kindness"  
"Staff very helpful, procedure quick and easy"  
"Care very good"

“Nurses very caring, could do with more of them though”  
“Quick”  
“Friendly and helpful”  
“On time and with care”  
“Friendly staff explained things answered questions”  
“Lots of explaining what was happening. Reassurance and superb care”  
“Staff were all very caring, pleasant and highly professional”  
“Nursing staff spot one, got no faults”  
“Excellent care, attention, respectful staff. Staff qualified fully”  
“Caring, informative and humorous staff. The speed of admittance to discharge. The environment very tranquil and relaxing”  
“Lovely staff, explained everything, very patient throughout. Excellent during procedure and afterwards”  
“Completely professional, no need to change”  
“Very good. Don’t think so”

### Ears Nose & Throat

“Very competent and professional and friendly”  
“Lovely staff – friendly and helpful”  
“Excellent and appointment on time. Nurse/doctor very friendly and helpful”  
“Straight to the point and specific”

### Gastroenterology

“First time here and I was seen to straight away”  
“There isn’t much of a wait anymore”  
“Friendly staff”  
“Nurse was pleasant and cheerful”  
“Although the care medically and nursing is exceptional I have had many clinic appointment cancelled – one after the other. It seems to me that it is the same people whose appointments are changed every time which is a disgrace”  
“Looked after very good, very good care”  
“The doctor and staff were very helpful”  
“Friendly staff. Good care and approachable consultant who I trust”  
“The quickness between appointments”  
“Very good”  
“Just very good every time I attend, staff friendly”  
“I have been coming to this clinic for years to see Doctor (MM) and I am very satisfied”  
“Courtesy of staff – very good”  
“Friendly staff”  
“Quicker appointment time”  
“Good communication and personal skills displayed by all staff”  
“Good – fast, seen to quickly, friendly. Nothing to improve that I can think of”  
“Nothing really”  
“How pleasant the staff are. The waiting times”  
“All OK, more promise with appointment”  
“Friendly staff”  
“The short time it took to be seen”  
“Staff always friendly and helpful. Appointments keep being put back by months not very good”  
“Waiting times were reasonable, staff polite, easy access to parking”  
“Very prompt and pleasant”  
“I didn’t wait too long to be seen. I was in and out again within 10mins”  
“Good amount of time allowed to voice my concerns and have my questions answered”

"All polite and kept me informed of everything"  
"Promptness, friendly staff"  
"Staff very polite, didn't wait very long and wouldn't change a thing"  
"Nothing to be improved always the best care"  
"Courteous and efficient"  
"Treat with respect"  
"Excellent person centred care from doctor (NN) and his team, who were all friendly, caring and compassionate in the care they gave my father. Thank you"  
"Closer parking as a 300metre walk from nearest entrance isn't acceptable"  
"Very efficient"  
"Friendly staff, waiting room is light and airy with relaxing background music"  
"All staff very friendly and courteous. Appointment was on time"  
"Staff very efficient, no improvement needed"  
"Chrohsic and very helpful with good care"  
"The doctor was very thorough, sent me for lots of tests. My condition is much better since I started coming to the clinic"  
"Every care was taken. Thank you"  
"Excellent consultation as usual with Doctor (OO), friendly and interested, prepared to go that extra mile – genuinely concerned and very helpful. All staff encountered and blood have been caring and considerate. A very nice hospital to attend thank you"  
"Staff are friendly, professional and as quick as lists allow"  
"All explained fully. Excellent care"  
"Everything/nothing"  
"Staff very polite and accommodating. Re-timed my appointment so that I did not need to wait longer than necessary"  
"Parking terrible, staff excellent friendly"  
"Pleasant, nice staff. Timely"  
"Care excellent. Advice excellent. No improvement required at all. Staff excellent"  
"Care is excellent, very pleasant staff. My doctor has a very good bedside manner and explains everything in detail. Car park disabled access dreadful. Had to get here early to get parked"  
"Everything with total satisfaction"  
"I have had very good care while attending this clinic. Couldn't improve"  
"The care I received was very good and I don't think there is a need for improvement"  
"Excellent"  
"Staff"  
"I feel I get the best possible care and support from this clinic"  
"Very friendly and caring staff. No rush, very thorough"  
"Friendly staff, every question answered, great service"  
"The staff are great. You should not have to pay for an appointment which has been sent to you"  
"Appointment time can sometimes take longer"  
"Explained very well and clearly. Service on time"  
"I think it's important to keep seeing the specialist about my condition and keeping things up to date and my level of health. I would like to see car parking abolished"

### General Surgery

"Very good, all them"  
"Very good and helpful"  
"It was all good"  
"Appointment prompt. I was well informed by the doctor"  
"Everything was good, nothing can be improved"  
"Good"  
"Looked after well by both nurse and doctor"

"Kind staff"  
"Have had excellent care in hospital, aftercare and clinics. Thank you"  
"Each consultant/doctor needs to communicate with each other when dealing with more than one aspect needing care"  
"Staff very attentive, could improve time delay"  
"The waiting time, one hour and ten minutes late"  
"Explained well, though doctor did not know previous history"  
"The care was good, waiting time could be improved"  
"Waiting time bad, also people with same appointments?"  
"Waiting time. Reg on his own waiting for another patient to return from coffee shop, added to delay!"  
"Good overall"  
"Quick efficient treatment"  
"Waiting times"  
"Doctor and nurses were helpful and friendly"  
"Really pleased with how I was treated"  
"Although we had to wait longer than expected, we were informed of this and offered an apology"  
"I waited over an hour due to running late, which wasn't good. However the doctor I saw was very pleasant and informative with advice"  
"Good doctor, waited a long time"  
"Seen by two doctors, very good"  
"Very good doctor, listened and caring , altogether very good"  
"Good treatment"  
"Was good and quick"  
"I can't think of anything that would improve the care you already give"  
"Very friendly and helpful"  
"My appointment was on time and procedure well explained"  
"Friendly staff, quiet reception, good prints"  
"The test made easy"  
"Very helpful, explained everything in detail, couldn't ask for a better service"  
"Seen on time, staff kind – explained what was happening"  
"Very careful explained"  
Appointment on time, staff very friendly"  
"Very prompt service, everyone was nice and very efficient"  
"Always kept well informed about my condition, appointments are announced well in advance and a reminder is sent a few weeks before due date"  
"Good nurse, good doctor"  
"I was interviewed within 20 mins of my appointment time. Nurse and consultant were very pleasant and most efficient"  
"Helpful and friendly, discussed condition and kept informed in and understanding fashion. Separation of clinics waiting area"  
"Could run a little better on time"  
"Well looked after by explanation"  
"Very well explained about my problem"  
"Very well explained, doctor and staff very pleasant"  
"Everything was great"  
"Pleasant professional staff"  
"Excellent, professional"  
"Appointment was on time, doctor explained everything in detail"  
"Excellent job, on time at GP"  
"Excellent staff and treatment"  
"Friendly and competent consultant"

“Found that no one is interested in you as a person only in their own department, patient is not the important one”

“I have had on three occasions had a wasted journey, cancelled appointments, placed in her wrong clinic and not even registered to an appointment to my pre operation, the appointment system is a joke”

“I could be listened to more and taken more seriously and not fobbed off”

“Waiting times are ridiculous to be seen. Doctor seems good but always feel very rushed”

“Straight forward/ nothing”

“Very quick appointment, never a long wait”

“No problems at all with clinic or consultant. Ward three however is understaffed and reflects on experience of the whole hospital”

“Doctor is extremely friendly and puts you at ease. EEE”

“It was explained simply, nurses were lovely”

“Appointment times”

“Everything was explained and I understand what to expect”

“The doctor and nurses who I saw Friday was very efficient and deal with my problem quickly. I had to wait a while for my appointment time”

“Time”

“Informative and very friendly”

“Good timing and making me understand”

“Informative and friendly”

“Had no problems”

“Fast appointment, on time, efficient”

“Treat respectfully”

“No improvements”

“Consultant explained things very clearly and listened to me”

“Immediate response to my phone call to the secretary received a cancellation appointment within two days was slotted into an earlier appointment time. All staff where friendly and helpful”

“I like the doctor telling you straight”

“Everything explained before treatment. Reassured constantly even to nurse holding my hand during treatment, thank you”

“Friendly, helpful staff”

“Seen on time and staff very good help. The doctor was very helpful. I don't think any improvements”

“Waiting times, good level of care and understanding”

“Consultant very friendly, nursing staff friendly, made me feel relaxed”

“Always first class treatment off FFF”

“All staff very professional and friendly”

“Kind specialists and nurses – care for myself nicely”

“Nothing”

“Friendly staff – good. Waiting time improved”

“I was really impressed and the doctor was lovely”

“Staff including the doctor are extremely personable. Made to feel very comfortable and at ease. Completely satisfied – change nothing”

“Very helpful but long wait. Saw after appointment time”

“Everything is explained in great detail and staff are very friendly”

“I wasn't rushed – free to talk”

“Minimal waiting time”

“Everything explained, time taken”

“The level of care and attention taken to myself and partner and also anxieties were taken seriously and understood”

“Explain everything properly”

“Seen on time”

"Both the doctor, nurse and student were lovely, understanding and patient. The doctor listened and took in what I came about. Would wait for an appointment with her again"

"The doctor was pleasant, caring and listened, she put me at ease and was very reassuring, lovely nurse"

"Staff and doctor is extremely friendly, caring and professional. All staff are very thoughtful and make you feel welcome and that they will do their utmost before you. Especially GGG we requested come back here after a year"

"The staff very helpful, kind, considerate"

"Reassuring, clear, concise, considerate"

"My doctor was very understanding and listened to me very well and was friendly"  
"Efficient"

"I feel comfortable and feel the care I get is great and everything is explained clearly"

"Friendly staff who put me at ease"

"Very sincere and kind and understanding. Put me at ease as my mind was thinking everything the worst but I am leaving very relieved and I am going to book a holiday. Thank you, god bless you all"

"Very helpful and friendly staff"

"Could be embarrassing for me but made to feel at ease"

"I felt I was the centre of my consultation"

"It was very helpful and friendly and informative and realistic"

"Very happy with treatment"

"The doctors and the nurses were very kind and humble"

"Good care as still being investigated about problem"

"Doctor very good"

"I got an appointment quite quick and feel I was listened to while making a decision in my care"

"I was very happy with the care I received. I was listened to and happy with the treatment I was given"

### Homebirth Delivery

"Homebirth – midwives were fab!"

### Lymphoedema

"Good explanation of condition and treatment, time keeping needs addressing"

"Friendly helpful staff"

"Friendly staff"

"Receptionist was polite, the clinic was very clean and tidy. As usual my visit was overall excellent"

"Staff very helpful in every way"

"Pleasant environment, good staff, good treatment"

"Every appointment I have had has been first class. Can't thank everyone enough"

"Very helpful and friendly. Improvement would be a new system for passing messages onto nurses"

"Very good care, felt comfortable with treatment here"

"I am always treated with respect and courtesy. My treatment has been A1 and I know that if needed the 'Lympho' staff are a fast phone call away. The staff are always very busy, more staff would help them"

"Very polite and well looked after and extremely helpful"

"Everyone is friendly and helpful. I don't think you could improve anything"

"Looked after very well. All good"

"The staff are friendly and helpful which puts you at ease during visits. Surroundings are pleasant. Waiting times for appointments could be improved"

"Building very good, staff excellent. Very good atmosphere, everything fine"

"Excellent care. Lovely reception, very pleasant staff"

"The care is patient centred; the staff are really helpful, stay all that they can in different ways to help. They are always on hand over the telephone to help. A wonderful service"

"Everything for me has always been fine"

"Christopher has seen HHH the nurse for many years and she is lovely and very understanding regarding his care"

"Continuity, friendly, professional. Improvements – to obtain the flotron equipment"

"The care was very good and very friendly"

"Very happy with the treatment I receive from Lymphoedema clinic at the hospice, the staff are all lovely"

"Always feel like I am being listened too"

"Nurse very nice, helpful and knowledgeable"

"Quick appointments and lovely, friendly staff"

"Excellent care and very friendly"

"The care has been excellent, I can't praise the Lymphoedema clinic staff highly enough. The new clinic facilities at Rhyope are really nice which makes visits to the clinic much easier to contend with the new building is an excellent resource. Staff in the Lymphoedema clinic are very experienced and knowledgeable, they are so caring and understanding and Ill has been exceptional, she has managed my Lymphoedema from day one – her treatment of my leg ulcers has been marvellous"

"Outstanding level of care, kindness and empathy (JJJ), indeed all staff. Beautiful building with calm caring atmosphere. Reception staff very helpful and professional. Quite simply the best one you get over the shock of attending the hospice"

"Very quick and efficient care, very impressed"

"Treatment works great, very little waiting. Staff and nurses very friendly"

"Pleasant efficient care"

"Comfortable surroundings and very pleasant staff made to feel at ease"

"Very caring staff at all levels and everyone is professional, couldn't ask for more"

"I have always received excellent care her and previously at Monkwearmouth, great care has been taken to explain my condition (Lymphoedema) and also educating me to control my condition. I've always had the time to ask questions and the support I received from KKK is excellent"

"Staff are always caring, helpful and pleasant"

"don't think anything could be improved, I receive the best care that I need from friendly professional staff"

"Pleasant staff and surroundings"

#### OHDU

"Staff nurse who took blood was very good. (SS) She chatted to me throughout taking my blood which helped me"

"Always informative"

"Excellent care, very friendly, could not be improved"

"All staff were lovely"

"The care and consideration show by the staff"

"Very friendly and helpful staff"

"I can't complain about the care, support and advice we received regarding my treatment. All staff are so friendly they've become friends. The unit is extremely..."

"Been attending for 7 years now every week and I can't fault anybody at all, they are extremely good"

"Everything is perfect on my care; I have no complaints, nothing but praise for staff on this unit. Excellent care"

"Staff are really nice and friendly"

"Staff are very friendly and make you feel at ease. They are also very good at answering any questions you may have about treatment"

"Everyone very caring and fully explained treatment to me, first class"

"The friendly and caring personalities of the staff. Everything well explained"

"Caring and professional staff who are very understanding about your personal needs and would listen and try to resolve any problems you may be experiencing. Excellent care at all times"

"The care on this ward is excellent, with the staff being very friendly and with a professional attitude"

"Excellent friendly nurses and staff providing my good treatment and care. The surgery is very well maintained and provides a light and caring atmosphere"

"Excellent care and conditions, nurses pleasant, informative and caring. Many thanks"

"Things are explained for you to understand informed about everything friendly staff could not ask for more"

"You are made to feel welcomed, there is a very friendly air about the ward. There is a very constant check on you regardless of what your requirements are"

"Everything about my care has been great and the staff are caring and understanding"

"Excellent care. Nothing"

"The care I receive is excellent. Everyone is very professional and most of all caring. No improvements whatsoever could be made"

"Only improvement is sensors on the doors allowing easy access for wheelchair"

"The nurses are friendly and considerate as well as professional, I am very confident and trust them, I feel grateful to them"

"All care was first class, could not be better"

"Excellent care every time we attend, staff are lovely, helpful and friendly, couldn't be any better"

"Good communication. Professional and caring team (Oncology) staff cared over and above what they needed too"

"I accompanied patient (Oncology) for chemotherapy treatments; the oncology team (nurses, doctors, admin and volunteers) are exceptional, professional, caring, excellent care and support throughout"

"Very friendly and considerate and great concern taken when working with patients"

"Very caring, lovely nurses. Anything you want they get, always smiling"

"The staff on oncology are fantastic. This includes ward manager, senior staff, nurses and volunteers. Staff are very supportive and empathetic. There is a lovely atmosphere on the ward. They have supported my family through what has been a difficult year for us TT and specialist breast..."

"Very friendly and professional"

"Very friendly and helpful"

"All the staff are very helpful and pleasant"

"I highly recommend South Tyneside Hospital for the very good work in looking after me with cancer. Treatment I am having is first class treatment by all staff. So happy to be in South Tyneside care"

"Caring, friendly staff who made me feel at home. Staff always available and willing to help and advise. Nurses took their time to explain what my treatment would involve and they kept me informed about my problems with blood results etc. nice small hospital close to home. The only improvement would be to offer parking permits to change – patients like other hospital as me once forgot to put extra money in when we went over out time"

"Like the nurses and staff"

"Friendly, professional staff at all times"

"The staff always keep me informed as to what is happening with my treatment. I am always treated with kindness and respect. I could not get better treatment from the treatment I receive at STDH, oncology ward"

"Staff which I have had dealings with have gone out of their way to help in every way (Top Marks)"

“No complaints about my care, very nice staff. Really made my treatment less frightening”  
“Everyone was really friendly and puts you at ease. Nothing could be improved, nurses are amazing”  
“All hospital staff are friendly and caring explaining my treatment at each appointment”  
“Best ward in South Tyneside Hospital”  
“Nothing to improve, care and staff fantastic”  
“Treatment excellent, nothing to improve”  
“Patient and attentive staff also well-mannered and always polite, very professional and caring attitude. Five stars all round”  
“Staff very sensitive to patient’s needs, very caring, excellent professional attitude”  
“Nothing needs improving”  
“Everyone was so friendly”  
“Everyone is friendly and they take great care in their approach and treatment to the patients”  
“Everything about the care I receive is excellent, no complaints at all”  
“The staff are courteous at all times. I am informed of what is happening at each stage of treatment. Any query is answered in detail and I would not hesitate to recommend this ward to anyone”  
“Nurses are very nice and friendly, I have been well looked after very well”  
“I can’t find a fault with my care at all. I have been treat as well by everybody. I like being called by my Christian name and that my age has never been mentioned”  
“The kindness and care is tremendous, there’s no way you can better that”  
“I first came to the clinic and had excellent treatment and I returned home in 2014 and again have had excellent treatment again I would recommend coming here and anytime”  
“All staff make you feel at home and put you at ease as soon as you arrive. Couldn’t ask for any better”  
“The care is personal and is aimed at the patient concerned and is very personal to the one concerned and ill”  
“Extremely friendly – which took away any fears”  
“The staff are all lovely and welcoming, they make you feel so relaxed which is good for the patients. Always making sure that everyone is at ease (not just patients) offering hot drinks for everyone who would like them, I don’t think anything could be improved as it is perfect as it is on the department. All the staff are wonderful, could not be faulted”  
“My care was excellent. Could not fault the nurses”

### Ophthalmology

“I feel consultants are reluctant to take into consideration patients/patients parents’ concerns due to listening to get you in-and-out because of delays”  
“Appointment quick – waiting time good, staff helpful”  
“Helpful and very friendly staff”  
“Prompt attention at appointment time by reception and staff nurse LLL. MMM – experienced, efficient, amusing expert in his field, made to feel at ease with explanation of conditions where required. Appointment 9.45, all done by 10.21. experience pleasant with goo recommendation for the department”  
“Kind, patient service”  
“Very good and prompt”  
“Waiting time”  
“didn’t wait long, lovely helpful staff”  
“Very quick, very nice staff”  
“Good care, no waiting”  
“That’s good enough”

“Quite happy”  
“Care and consultation treatment good. A room could be provided to sit in rather than a corridor”  
“I am not sure”  
“Prompt service and clear advice”  
“Very good”  
“Care was fine, staff were very nice (we haven’t visited the hospital before and have found it too far from home for travelling)”  
“All good care”  
“Everything good”  
“Condition explained very well by consultant”  
“Very nice people, nothing to complain”  
“Very pleasant staff, nurse. Professional prompt service. Convenient appointment time”  
“Very friendly, keep it up”  
“Everyone was very friendly and have to feel at ease”  
“Excellent care”  
“Very happy with care, no improvements”  
“Care was excellent”  
“Excellent procedure, no delay, very friendly, pleasant staff, very caring, efficient and professional. I am struggling to say how can advise to improve the service as it is No1”  
“Consultant was very understanding and I felt my appointment was ‘about’ me. Good all round experience”  
“Both NNN and male nurse very approachable”  
“Always good, no improvements needed”  
“We didn’t have to wait and the staff are brilliant”  
“Very professional and caring. It is a pleasure to be seen by LLL and MMM”  
“Attention from staff first class. Wouldn’t change anything, however parking meter out of use which caused me a little delay. No signposts to nearest alternative pay machine”  
“Everything good. Nothing”  
“Everyone on duty was most helpful and efficient”  
“The staff were friendly and the time I waited to be seen was good, no long waits to be called into my appointment”  
“Staff nurse LLL very caring and helpful”  
“OOO and all staff”  
“The time given to me with no rush – and explanation about condition”  
“Constant one month appointments, keeping a close check on any changes”  
“Efficient, nurses appear to know their job”  
“Very efficient”  
“Staff, doctors are really good, the only problem I would address would be the waiting time, with only one doctor being on at busy periods, otherwise the cure is not a problem”  
“Everything explained clearly, no improvements needed, all good”  
“Very pleasant staff – efficient and friendly. Gave explanations for procedures clearly and adequately”  
“Appointments were on time, staff friendly and helpful. Excellent follow up care”  
“Seen promptly”  
“Quick and friendly. MMM very pleasant and puts you ant ease”  
“Very good service, I am very happy with it. Thank you”  
“Nice friendly nurse made me feel at ease”  
“Nice helpful staff, no improvement needed”  
“Procedures clearly explained by consultant. Nurse put me at ease”  
“Make me 20”

“Very efficient”

#### Orthopaedics – Fracture

“Care was good but waiting times sometimes frustrating”

“Care was good, waiting times too long over”

“Consultant was very efficient, time scale could be improved”

“Long waiting time”

“Everything from wards to aftercare, cannot fault anybody or anything. Thank you”

“The doctors remembered me at every visit and remembered the surgery I had which I think is very professional given all the patients they must see on a daily basis. All staff professional and friendly”

“Good service”

“Everyone was very helpful, and kind but I hope I never come back”

“First class door”

“Nursing staff are very friendly and helpful, and the consultant was excellent”

“I am perfectly happy with the care I receive”

“Very helpful, my care has been excellent would be happy to come to clinic”

“Everyone very friendly, so helpful and kind”

“Very informative – very happy”

“It was very good”

#### Orthopaedics – Trauma

“Very comprehensive, good advice”

“Seen too quickly and good doctor”

“Quick, helpful and friendly”

“I was seen promptly and efficiently, all of the staff were caring and friendly”

“Very pleasant, kind and caring staff. Nothing too much trouble”

“Treated with respect and caring. Explained problem of what actions would be taken”

“Excellent”

“Everything”

“My care was very good. The doctor was very friendly and explained everything. I could not have asked for more”

“Care was fine”

“Trauma child’s department, broken hand/ finger”

“All staff (Nurses, radiologists and consultants) were kind and explained everything”

#### Plastic Surgery

“Nothing, appointment on time, very good”

“Quick”

“I did not wait long to see the consultant. Staff very helpful”

“Always fabulous care and there is nothing I would change”

#### Primrose Ward

“Kind care and friendly attention. The food is rather tasteless”

#### Respiratory Medicine

“Prompt attention, no complaints”

“Very caring staff, very efficient service”

“Appointment times, my appointment was 45 minutes late”

“Well looked after”

“All OK”

“Good and would not know what could be improved”

“Maybe more doctors, spread the timing as when one I know one doctor I know with shortages, it leads to people walking out and then people health deteriorates and puts time consuming”

"Appointment time was 10.30, I started treatment assessment at 10.05, nice and early and was seen well within expected timescale"

"Excellent care"

"Polite and friendly staff"

"Continuity of care was good"

"I told the nurse my blood pressure was high due to the pace when I walk, she still wants to take it again, the doctor does listen. My thanks to PPP"

"QQ very good and straight forward. Very satisfied with the staff in this department"

"Staff very sociable, make you feel at ease, no waiting after your appointed time, all very good"

"Everyone was friendly and I don't think anything can be improved"

"Didn't have to wait long, pleasant professional staff"

"I was seen very quickly, the doctor explained things thoroughly and in words that I understand. She also explained in detail all future tests I was to have and the reason why I was to have them. The car parking – had to drive around ..."

"Very kind and sympathetic"

"I would like to congratulate your staff on the excellent care I received today"

"Thorough, incisive, knowledgeable and comforting"

"Thorough, pleasant and reassuring"

"Quick and efficient, very helpful staff, excellent consultant, to put you at ease"

"Speedy care and good doctor explained things"

"Friendly staff. Informative about future treatment paths/plans, reliable staff. Knowledgeable consultants. Good staff retention for consistency of care (I've seen the same consultant for five years) appointments run on time and it's a comfortable waiting area, fit for purpose"

"Very good care at all times"

"No waiting, staff polite"

"Very good, friendly and efficient"

"Tiring – nothing"

"Looked after well, regular follow up appointment and scans and respiratory"

"No waiting, seen to straight away"

"Just waiting time sometimes but understandable and I didn't wait long. Otherwise staff excellent"

"Everything. Waiting times 50 mins"

" Nothing really, today's appointment delay, usually on time"

"Always been well cared for, got no complaints at all about this clinic"

"Staff very friendly and patient. Doctor very informative and understanding"

"Try to keep appointment time that you give as waiting causes more stress"

"Courteous, caring and supportive. Clinic clean and warm"

"Everything was explained and for the doctor and nurses, very good at answering questions"

"Everything was good"

"Pleasant and efficient"

"Satisfied with care"

"It was quick and efficient"

"The care was very good because everything was explained to me and I was made to feel at ease during my visit"

"A1"

"Explanation and work ethic"

"I like the idea of hardly any waiting time, there is nothing that has to be improved. I have always for the last 20 years have had nothing but the best of care from both staff and my favourite consultant RRR"

"Everyone is very kind and helpful"

"Very good, nothing to be improved"

"Keeping people informed when running late"

"Care has been excellent"

"No waiting, extremely friendly, knowledgeable, explained things clearly and put me totally at ease"

"Care was good. Consultant very friendly, listened to what we had to say – attitude good – understanding. No improvement needed"

"Friendly staff"

"Blowing in machine, and nurse help"

"Staff were very pleasant and helpful, I was also seen on time"

"No complaints, all care was good"

"Got in on time, staff really helpful"

"It was alright"

"The doctor who saw me today was excellent, he explained everything to me in terms I understand"

"The care was very good but waiting times could be improved"

"Very helpful"

### St. Benedict's

"Everything about the care is outstanding from attitude and personality of nurses to the needs of the patients. Out there on its own in terms of care"

"The care my father received by all staff was outstanding. The staff were diligent and caring and professional throughout. They made my father's passing pain free and dignified"

"Patients complaining about the smell of cigarette smoke in the corridor (coming from the smokers room) Unpleasant experience"

### St. Benedict's Hospice Consultants Out-Patients

"Really great, friendly and understanding - vital to my week to week existence. The people 'care' and take time to help and listen. Thank you so much"

"Everything was very good, from coming to the centre until leaving"

### St Benedict's Day Care

"Extremely good. No need for improvements"

"Good care, can't fault it"

"Everything around the hospice is nice, staff treat me well and look after us"

"Having a day when I can leave problems at home and to have people who listen to my needs. The uncertainty of whether I will still be here in a couple of weeks"

"All round excellent care. Brilliant staff, couldn't ask for better. A daily newspaper would be nice"

"Excellent"

"Very happy with the care, no improvements needed"

"Care extremely good, no improvements needed"

"More than happy with care. My lifeline my social day"

"Very happy with care, nothing too much trouble"

"Always someone there if you need them and can get the help you require. No improvements"

"Very nice. All staff are lovely"

"Good understanding of my conditions and increased the quality of my life.

Compassion shown by all members of staff"

"Nothing to be improved. Everyone provides excellent care"

"Only the best"

"Nothing is too much trouble. Everything you want is there"

"Excellent care"

"Happy to come every week, excellent care"

"Time to talk and take notice"

"The staff are fantastic always got time for you, newspapers would go down well, and

pole dancers”

Stroke/TIA

“Care was fine. No issues which could be improved”

“Friendly staff, was made to feel relaxed and comfortable, TTT was very helpful in explaining any questions I had and also especially what my medication was and why it was prescribed to me”

“Very good”

“Things were clearly explained and very plain so we could understand”

“Pleasant Staff”

“Just routine check”

“All very good”

“Care was good - a later appointment time (after 4pm) would have been more convenient”

“I found everyone pleasant and helpful”

“Extremely pleased consultation”

“Friendliness of staff”

“Very good care from start to finish”

“Very thorough and explained everything, very pleasant”

“Everything. Nothing”

“Personal attention is very good, however difficulty in parking at hospital”

“It was good”

“Very good”

“Nursing staff are good and doctor explained my questions straight away”

“Can’t fault the attention and care at the clinic, however I am still waiting for results of a test carried out at the end of July/August”

“Appointment on time, everything explained very clearly. Both nurse and doctor most helpful”

“Service”

“Staff are personable”

“We were late but seen to straight away”

“Excellent care since the stroke”

“Very helpful, kind and considerate”

“Was treated with care, kindness and most professional manner”

“Staff very good, nothing needs improving”

“Very friendly staff and pleasant”

“Initial reception and diagnosis was very friendly and effective, efficient service. My follow up appointment was arranged quickly and I was seen within minutes of arrival; clinical staff were all very friendly and informative”

“Staff are friendly, helpful and understanding”

“Lovely staff, very caring”

“Pleasant staff and facilities”

“Nice staff. They make you feel welcome as soon as you get here. Can’t do enough for you”

“Excellent care throughout, very professional”

“The nurse who took my blood pressure and weighed me was a lovely nurse. Really put me at ease, also reception male nurse who took my details was lovely. I saw SSS who put me at ease and explained everything in detail to me. I was not hurried away but he took time to put my fears at rest, a very pleasant, professional clinic overall. You are all angels. God bless”

“Very good couldn’t wish for better care”

“Very good service”

“Staff friendly / put you at ease / prompt and pleasant / clean environment, couldn’t improve in any way that I know of”

“Could not have been any better”

“Efficient, friendly, helpful”  
“Very good”  
“Nothing to complain about. Straight in to see the helpful nurse, waiting to see SSS”  
“Nothing, always good”  
“Good care and pleasant staff”  
“Very prompt, caring and polite attention”  
“There was genuine concern from the staff”  
“Staff friendly, didn’t wait long. No complaints”

### TIA

“Prompt attention and very polite staff”

### Trauma & Orthopaedics

“Everything was fine”  
“Staff are in the main very caring. Diagnosis can be improved and investigating process from trauma would improve and cost less in the long run. Patients would spend less time at the hospital and require less return visits and quality of life would improve faster”  
“Physio was helpful I found. UUU was unhelpful although I eventually had an operation two weeks after my accident. VVV was much better but I still feel my care was neglected”  
“The information about my medical work was very good but the time spent at reception was too long without getting a reason from the doctor”  
“Clear info, on time, pleasant manner by all staff”  
“Friendly staff”  
“All the staff are very friendly and kind”  
“Nothing! The greeters were exceptional”  
“The surgeon I saw explained everything fully. Left the treatment up to me (with his help) magic!”  
“I was well pleased with the treatment I received”

### Unknown

“Long duration between appointment and results and follow ups etc. no fluid on site when I attended biopsy resulting in wait for courier”  
“Good attentive care”  
“We got seen straight away, staff were very nice”  
“They explain all options clearly”  
“Good care. Appointment not on time”  
“Good treatment”  
“Time keeping”  
“Specialist nurse UU was lovely, explained everything very well”  
“Thorough examinations tests”  
“Nice nurses”  
“Excellent nursing care, excellent customer service. Fab staff”  
“Informality, appears and be what is a good team working together. Although informal, also professional in way questions and queries are answered”  
“Punctual and friendly attention”  
“Quick and reassuring, friendly”  
“Everyone was friendly and helpful, but a long time to wait”  
“Polite and courteous, listened to my opinions”  
“Excellent consultant doctor/patients explanation of heart condition made easy to understand and made to feel at ease, very pleased overall. Many thanks”  
“Everything and every department is very good at making one feel easy”  
“Pleasant caring staff”  
“Nothing to improve, staff was great and helpful and caring”

"Excellent care. Doctors and nursing staff very caring and helpful"

"Nothing, excellent"

"Helpful and friendly"

"I was seen very quickly by the receptionist, nurse and the consultant. As usual they were cheerful and helpful. Made me feel at ease"

### Hospice Day Care

"Social meals. No improvements needed"

"First attendance"

"Everything was good about my care. I cannot see any room for improvements at this moment"

"Excellent and would recommend anyone to come"

"Everyone smiling, helpful, understanding, ready to understand, listen"

"Everything social, chatter, meals. Transport slow and late"

"Everything was good, nothing to be improved"

"Professional care, thoughtful and understanding. More time here"

### Palmers Out-Patients

"I have always been treated on time by friendly helpful staff"

### Urology

"Everything, the time of wait during appointment - friendliness"

"Quick, understandable and comfortable"

"Quick seen after referral, well informed"

"Constantly monitored"

"MR LEWIS was very caring about my out-going treatment. He put me at ease and explained my future treatment to me"

"Polite and pleasant attitude"

"Happy with appointment and treatment plan"

"Regular checks"

"Efficient, not waiting ages, more or less straight in"

"Consultant put patient at ease, explained everything, gave options. Waiting times could be improved, 45 mins delay"

"Plain talking and explained in detail, very nice man XXX"

"You can talk to the consultant very easy and they are mostly on time"

"None"

"All was fine"

"Pleasant atmosphere. Prompt appointment"

"Extremely informative and friendly, professional"

"I couldn't fault my care, everyone was extremely helpful"

"Can't fault anyone, always count on South Tyneside, very good"

"The specialist takes time to explain my condition and the options available to me, I have always been happy that I am in good hands"

"Care was good, car park bad"

"Staff were extremely friendly and courteous and the appointment time was dead on time"

"I have always been seen within a short time of my appointment time. Treated very courteously by the nursing and clinical staff"

"Fabulous – but only problem is for us understanding and taking it in all at once. If we were younger (ha) it would be easier. Love the doctors and staff always. Thank you"

"Punctual appointment, polite and good service, very helpful"

"Care was good"

"Very good attention and care. Can't think of any improvements to be had"

"Only waiting a couple of minutes, felt like I was listened to from the doctor and feel reassured with what they plan to do"

"Very helpful info, on time and couldn't be better"  
"I was treated with respect and consideration. I don't think it could be improved"  
"It was dealt very promptly on arrival and the doctor and nurses have shown me great care and trust"  
"Very pleasant staff which helps"  
"Consultant WWW was polite, respectful and explains the problem well in layman's terms, appointments were always on time. Thank you"  
"I have always had good treatment at hospital (Sunderland) and clinic"  
"Appointment on time"  
"Very good information about after care"  
"Care very good"  
"Polite and prompt"  
"Everything was so easy and all I asked was explained to me. Thank you"  
"The advice was clear and concise. Doctor was happy to discuss issues with my health"  
"A1"  
"Short wait"  
"My care has been very good"  
"My appointment was 9am. I arrived at 8.45am and was sent for an x-ray. I was then seen by WWW, my consultant. This service was very good and I can not see how it can be improved"  
"All good, regularly checked and monitored. Thanks"  
"The consultant had all the facts to hand and was able to give informal professional advice. The only problem is that the yellow appointment letter does not indicate the nature of the clinic. One word would help"  
"Care was good and straight forward, seemed to be a long gap between examinations and final consultation but fine with me"  
"See the same consultant all of the time, waiting times could be improved"  
"Very caring attitude"  
"The nurse was really friendly and talked you through things"  
"Pleasant manner and reassuring"  
"Nothing, no complaints. Thank you"  
"Keep on doing what you do, brilliant"  
"Friendly and informative staff. Seen straight away"  
"Friendly"  
"Very well looked after"  
"Pleasant, friendly, very polite"

### Vascular

"My care was handled as normal as it is on all my visits – there is nothing that I can think of that needs changing"  
"The care was excellent – couldn't fault it"  
"Was in and out in five minutes"  
"Everybody was very considerate and helpful in every way possible"  
"Lovely staff – very informative"  
"Very informative and helpful – nice manner"

### Ward 1

"Quite nice, no complaints. Staff very friendly"  
"Staff rushed off their feet in my opinion, the hospital is in need of more nurses and extra help, but took good care of me. Thank you"  
"Very personal"  
"Everything"  
"I was well looked after during my stay on ward 1"  
"They have been very helpful and friendly"

"Very well treated by doctor and staff, nothing to be improved. Thank you"  
"Care was of such a standard it is hard to think of any improvements that could be made"  
"All very good"

### Ward 19

"Excellent care"  
"Everything fine, can't thank you all enough"  
"Good standard of care, well looked after, meals very good"  
"Very good"  
"Very good, everything was good"  
"Extra staff, perfect care"  
"All staff were very kind"  
"Everything, nothing"  
"Nurses and staff have been excellent and patient - considering some of the difficult patients they have had to deal with"  
"Lovely staff, well cared for"  
"Very good"  
"Clean, nurses all the help I received and understanding and patience of everybody. Improve non-payment of TV"  
"Nothing"  
"The staff were all very attentive and caring and nothing was a bother to them even my questions – free needs were carefully met. Thank you, all of you"

### Ward 2

"The care was very good"  
"My care was very good, very caring, would recommend the care and treatment and kindness. A big thank you to you all"  
"The food could be improved"  
"The cleanliness and personal hygiene. The amount of times staff enquired about needs. The help to become mobile again i.e. using walking frame. The information given to relatives of the on-going progress conditions"  
"All the nurses are good looking and very helpful. Would like to stay in hospital a little longer. I have enjoyed my stay. Nothing possible to be improved. VV was very helpful"  
"How friendly all the staff have been to me"  
"Everyone was nice to me. Anyone who say they didn't get well looked after, there must be something wrong with them"  
"Sorry to go but want to go as I'm ready for home, will miss the company. Meals have been brilliant, speaking for other people as well as myself. Full marks from me"  
"Excellent, everyone says so – 3\*. Nothing, it's the truth"  
"Shown kindest and warm friendliness at all times, the staff helped me with both health problems and showed concern about my return home and gave me a high quality of help. I am quite sure this could not be improved. Voted 11/10, well done and a big, big thank you"  
"I was very proud of the care I received, just like being in a first class hotel, all the girls were lovely"  
"I think the staff did a terrific job"  
"A very caring environment. Good respect for patients"  
"Nurses friendly and helpful"  
"Very happy with all"  
"Cannot improve on perfection, thank you"  
"Will miss all the people here"  
"Good care"  
"I have received exceptional care from ward 2. Nurses and doctors have answered

any concerns my family have had if not straight away by the next day, which has been helpful to them e.g. less stressed”

#### Ward 22

“Great breast feeding support”

“All of it was good”

“Staff patient with my feeding baby by breast, stayed extra to be sure”

“Excellent care”

“The staff were all very caring and attentive”

“Personal service, all members of staff taking time out to learn medical background and family names, not feeling like a burden when I ask questions. No improvements”

“There were always there to help if you needed it. The only thing that could be improved is things to do”

“I found the staff extremely approachable and helpful – a lot of them went above and beyond to make me and my baby comfortable”

“Everything was amazing. Thank you”

“Great help in maternity ward and also on ward 22. Delivery suite was amazing, never left alone”

“Seen quickly by doctors. Everyone nice”

“The staff were very helpful and always someone around if you need someone or help looking after you baby”

“Midwives and other staff very friendly and extremely helpful during a difficult after birth period, helping me in any way they could”

#### Ward 4

“Very attentive and friendly staff”

“You could ask anything, always someone to help you, really helpful nurses”

“Very busy”

“Nurses were very attentive”

“Very friendly staff”

“The nurses were very helpful and pleasant, waiting time could be improved”

“Excellent care throughout whole procedure. Caring and positive and all fully explained. Couldn't have asked for more”

“Nurses and doctors were caring, efficient and reliable”

“Staff a great help”

“Only I can say waiting for so long”

“Helpful staff, thank you”

“Fast, efficient care and reassuring”

“Cheerful, on the ball, good stay. Thank you”

“All of it”

“Excellent, the nurses and staff were very good, very attentive, polite and obliging, worth their weight in gold. Thank you all”

“Nurses were amazing, polite and attentive at all times”

“My care was brilliant, the nurses were very helpful and answered all of my questions, very friendly”

“Excellent staff – friendly and efficient. Possibly ask patients to come in later. I was asked to arrive at 7:45am but wasn't sent for surgery until 12:20 – a very long wait”

“Everything perfect”

“Everything was very good”

“No complaints, extremely good care”

“The doctors and nurses were very nice, caring and attended all my needs and answered all my questions. I'm very happy with my stay”

“Everyone is so nice and everything is explained to you”

“Friendly and engaging staff. Hard to improve on awesome. Thank you”

“Everything was perfect, no complaints at all. Thank you”

"Information and help. Had to wait a while but there was an emergency"  
"Everything was fine"  
"Friendly staff"  
"The way I was looked after"  
"Change nothing. Staff is good and friendly, I would recommend it to everyone"  
"Professional and attentive, could not see anything requiring improvement"  
"All staff great, very gentle and attentive, thanks to WW for her care, a positive experience"  
"Nurses were in all the time checking on (patient), if needed they were there. Very friendly"  
"Everything, no improvement needed"  
"Staff extremely good"  
"Very attentive staff"  
"I was looked after with great care, from my arrival until I left"  
"Staff attentive and everything went quick and smoothly"  
"Nothing"  
"It was very good and well looked after"  
"Very satisfied with quality of care"  
"Friendly, polite staff. Explained all procedures well"  
"Couldn't fault anything. Nurses and doctors very helpful and polite, treatment while here was fantastic"  
"I have had very good treatment; staff are excellent"  
"Polite, informative and very helpful"  
"Very nice ward, modern and clean. Staff very attentive and caring, could not be better"  
"The staff were very kind and considerate. Nothing was too much trouble. The aftercare was very good. Thanks"  
"Staff very friendly and really looked after you"  
"Very informative/helpful"  
"Kept informed throughout and checked regularly. Staff were friendly and approachable. Very pleased with care provided"  
"Nursing care was excellent. They were very caring and explained everything"  
"Good communication and care"  
"Care and attention from the friendly staff as usual"  
"Timings were great. Staff friendly and knowledgeable"  
"Brilliant care from the nurses and doctors, would be very hard to improve on"  
"Everything"  
"Staff were extremely helpful and looked after me really well. They kept me up to date at all times"  
"The nurses were lovely and very well looked after (Ward nine staff waiting list)"  
"All staff were excellent. Care given could not be improved. Many thanks"  
"Nice friendly welcome, well organised, clear explanation of events pre and post operation"  
"Everything was wonderful"  
"Felt comfortable, staff were nice. Tea and toast was lovely"  
"Excellent care, everything was explained clearly and thoroughly. Thank you"  
"Well looked after, care was excellent"  
"I can't fault the care I received from all staff, excellent. Thanks especially to ward 4 nurse XX"  
"Staff very friendly and assuring, all would be well"  
"Friendly and efficient"  
"All of the staff were extremely efficient and very helpful. The procedure process was explained in very detailed way which helped to put me at ease given I hadn't previously had an operation under general anaesthetic. Can't think of any improvements from today's admission"

"The staff were very friendly"

"Very good aftercare"

"The care wasn't good, it was excellent! Hard to say how you could improve on anything. Doctors and nurses were brilliant. Well done!"

"Ward 4 – day surgery. Excellent care by nursing staff, especially AAA. Nursing and medical staff kept me informed throughout my stay"

"Great staff, BBB was particularly caring and very nice. All the staff put me at ease. Thank you"

"Excellent"

"Everything was good"

"I found my stay on the ward relaxing and comfortable, I have found the staff to be extremely friendly and helpful and really put me at ease"

"The nurses were all very kind and I couldn't have been looked after better"

"Excellent care, could not fault the staff at all, very helpful"

"Staff very friendly and informed you of what was happening. Reassurance given all the time"

"From the moment I entered the ward I was instantly relieved. The warm welcome was lovely. The nurses were pleasant and did their jobs efficiently. Everyone worked in harmony; it was really good team work. Thank you for everything"

"Lovely help with nurses"

"Lovely staff"

"Friendly staff, good communication"

"Fast – first class"

"Nurses very good and caring"

"Very helpful. No problems, great care"

"Everything"

"Nurses are all lovely and regularly asked how I was. I knew exactly what was happening and when"

"Excellent treatment"

"Everything, the nurses were caring, friendly and fantastic. The consultants were fantastic, so many eyes nothing could be improved. Thank you so much"

"My care was first class and the nursing staff and consultants were very welcoming and helpful at all times"

"Excellent care"

"Friendly and helpful staff"

"Everything and biscuits"

"Very polite and always asking if you're OK and if you need anything just ask. Couldn't have asked for better care, top class ladies"

"Friendly and clean"

"Thank you to everybody. Everything, everybody was first class. Nothing could improve. Very happy with ward, doctor and anaesthetist and all nurses who took care..."

"No need to change great stay"

"Patient care excellent at all levels. Procedure communicated really well.

Environment relaxing, warm, not too noisy. Aftercare post operation – great"

"Nurses and doctors very helpful and kind, putting me at ease, very nervous beforehand as no previous surgery"

"From entering the ward everything was good and detailed – great care before and after the procedure"

"They were very cordial and sympathetic"

"Great care"

"Very friendly and helpful staff. They put me at ease as they knew I might be anxious about procedure"

"Very helpful and thoughtful staff"

"All care was of a high standard. The nurses AAA and CCC who looked after me –

words cannot describe – such a professional pair – angels”

“Absolutely brilliant care from AAA and CCC, I felt comfortable, well looked after, all needs attended to by such brilliant ladies, I really do appreciate your care. Thank you!”

“Very pleasant staff, comfortable environment, clear and concise information shared, easy and smooth process throughout. Many thanks”

“Staff really friendly and helpful, everything explained to me until I understood”

“Everyone put me at ease and explained everything clearly. The aftercare was fantastic also”

“Everything explained properly and carefully, was treated with respect. Staff very friendly”

“Nothing could be improved. Everyone was very pleasant, approachable, confident and competent. I felt at ease, fully informed and listened to - nothing was any problem to the busy nursing staff. A very positive experience”

“Everyone was very caring and keen to help in any way”

“Efficient, friendly and caring”

“Helpful all the time I was there”

“Staff were very good and very helpful”

“The care in hospital was fine and everything explained but before I just got a phone call and told to go to ward 4. I know nothing about what was going to happen or what I had to bring on the day, that could have been done better, before care could be improved”

“Staff were lovely and did a good job looking after me”

“The staff are very friendly. All questions answered in a clear precise manner”

“My experience I had on ward 4 was very pleasant, the staff were very nice and was always there to help you and they looked after me really well. The three times I had been on the ward”

“Everything was professional, nursing staff were brilliant”

“Staff were friendly, chatty and made me feel at ease. Unlike other times I was completely relaxed”

“Was kept informed from beginning to end, found staff were very attentive and caring”

“Nurses are helpful and friendly”

“Staff friendly and approachable. Very comfortable stay”

“The nurses’ care was second to none. Really lovely”

“Staff very caring and nothing a problem”

“Excellent treatment from all the staff from arrival to departure a first class service”

“Staff were very friendly”

“Faultless, just continue in the same way. Very impressed”

“Very caring and patient”

“Communication is excellent and fantastic care. I was very happy to be offered coffee and tea when I returned to the ward”

“Very helpful and kind staff. Nothing too much trouble, treated with the utmost respect”

“Staff were extremely caring, helpful and supportive. If there are delays in theatre it would be helpful if patients were kept informed and when they are likely to be taken to theatre”

## Ward 5

“All the staff have looked after me extremely well, no task too big or too small, very efficient. I can’t thank them enough, the care and attention I have received. The only way to improve matters is to get more staff”

“Very helpful staff”

“All good”

“I am the main care for my father, everything was wonderful on ward 5 - staff could

not do enough for my father and me too”

“The price of your TV”

“Very well looked after in every way”

“Food/catering. Staff were the best”

“Staff friendly and reliable, medication and meals always on time”

“Nothing, very good ex”

“Am completing this for my dad – no complaints at all, kept informed at all times”

“Ward staff all have been very nice and caring would definitely come back to ward”

“Caring helpful staff. More staff”

“All aspects”

“Staff work very hard and very caring and meals are nice to. Auxiliary nurses excellent”

“Good staff”

“Good staff, not enough of them though”

“All great”

“I found the nurses, doctors and all the staff very, very cheerful and helpful, made my stay in hospital very comfortable and easy. Thank you very, very much”

### Ward 6/CCU (Coronary Care Unit)

“Nurses were good and caring”

“The food, care was good. Staff very friendly”

“Friendly staff/ extremely clean ward, meals could be improved upon but delivery great, in all a pleasant stay, for an unpleasant reason”

“Nothing was a bother, no matter what you asked for”

“All staff friendly, efficient and good response to a call. Sadly one member must have had a very trying day and was a little bit critical. However we are all human and susceptible to frailties (it was coming to the end of shift at 9pm”

“All very good”

“Nothing to improve, care was the very best. Best wishes to all, thanks so much”

“Attentive, courteous and caring. Only improvement, increase in staffing levels should be implemented on nights and weekends, staff are very conscientious and of the highest standard”

“Excellent”

“Some friendly staff and great food and the coffee was sometimes like dishwasher. P.S lol about the coffee”

“Very good care, needs no improvement”

“The care was excellent”

“Nurses were and other staff were very good, can't see anything to be improved on”

“Care was very good, I don't think any improvements are needed”

“Everyone acted professionally, considerate and friendly. The only improvements could be more staff of the same calibre. Pity discharge held up waiting for medication, has happened on previous occasions”

“Very friendly and helpful in every way. Well looked after. Thank you”

“Staff were kind and helpful”

“Everybody was great. Excellent”

### Ward 7

“Regret that I have to comment on night time, lack of sleep due to dementia patients waking up, screaming and shouting and alarms going off. Generally care was very good and I have no complaints”

“Lovely staff, could not fault care”

“Care was very good, most staff were very pleasant and attentive - more staff needed, very busy ward, nurses very good and all other associated staff, room for improvement with some meals”

“Staff were very helpful and most considerate”

"No improvements. Extremely happy with staff. Food was tasty"  
"Very attentive nurses"  
"Pleasant staff, very attentive"  
"All the staff kind and helpful. DDD has a great team. Nothing is a bother to them. I thank you all for giving me my life back, best wishes to you all"  
"All staff were friendly, helpful and approachable. They do a hard job, under sometimes stressful situations"  
"The nursing, the food"  
"Kindness of staff much appreciated"  
"Always willing to help when needed"  
"The whole staff were fantastic. Nothing was too much trouble for them, day or night they helped you. 10 out of 10"  
"I got good attention, but there was a shortage of staff"  
"Were friendly and sociable"  
"Very good, staff very helpful"  
"Excellent staff throughout very friendly and efficient (domestics, auxiliaries, trained staff, physios) ward is spotlessly clean and the meals were very tasty and well cooked, I could not fault anything on my stay on this ward and hospital"  
"I thought the care on this ward was very good and helpful, all the staff and nurses were reliable, funny and out-going people who made you feel like at home, the days pass very quickly and they always have a smile for you on their faces, if I was to come back I would recommend this ward"  
"Nothing was a bother to anyone"  
"My care was very good and I am very happy"  
"Everything is OK, the staff where really nice"  
"Staff were very good"  
"All staff were helpful, maybe more staff is needed"

### **Ward 9**

"The quality of care was first class, very helpful and answered every question I asked them, it was a good experience in ward 9. Keep up the good work"  
"The staff were caring and in the main, efficient. Improvements, I don't know"  
"Soon as I got into the ward I was called disgraceful from an older nurse because my phone was on vibrate. Apart from that all other staff were great, always had a smile on their face"  
"Care was excellent, couldn't fault it. One problem was lighting at night, lighting should be as dim as possible to help patients sleep, not lights left on for health and safety reasons"  
"Very pleased with the care of doctors and nurses, well looked after"  
"It was very pleasant and light hearted and caring staff"  
"Professional, friendly and I can't think of any way it could be improved"  
"Felt I was extremely well looked after and the nurses were supportive of my needs, excellent. The food could be improved"  
"Attention of staff, friendly attitude and care shown"  
"All ward staff and clinical care was excellent. Food was very tasty and hot. Discharge procedure needs improvement"  
"Care by doctors and nurses excellent, could not fault anything"  
"The care was of a professional standard, but most of all the friendliness of the staff with support when needed made my stay as pleasant as possible. Only drawback is the wait for medications on discharge, but the staff cannot be blamed for this"  
"Every step of care was carried out in a very professional manner by all staff from the most junior to the most senior"  
"Staff could not be faulted, very kind, friendly and professional"  
"Nothing improved, everyone always there – never alone"  
"The staff are kind and friendly and explain what is happening"

"The friendliness and efficiency of all ward staff making my stay as relaxing as possible. The support and compassion and the aftercare was first rate. I would definitely recommend this ward to others"

"The care and attention given by all members of staff made a difficult experience very much bearable"

"The total care and dedication to the patient was exceptional"

"Everything"

"Food"

"The very friendly professional attitude of the staff and the immediate response to the alarm buzzer"

"Staff very good, porters very good. Ward very clean and warm and friendly"

"The nurses are extremely tolerant and caring. The status of my care and condition were well communicated to me"

"All the nurses were fab - also amazing"

"All, none to improved"

"All fine"

"The care and attention is 10/10, could not ask for better staff"

"Happy with care, very good"

"Help was there when needed, pleasant and friendly staff"

"Very very impressed with all staff care"

"Care was very good, staff very attentive"

"I cannot find anything to be improved the nurses are excellent, they have a good sense of humour, they work very hard"

"I don't really think anything needs improving as the staff were very friendly, efficient, helpful and happy in their work"

"I have been very impressed with the quality of care that I have received in ward nine. Without exception members of staff have been friendly, helpful and efficient. Thank you"

"Every member of staff cared about what they did"

"Staff very attentive and pleasant"

"All the staff were polite and patient at all times and very efficient. Consultants and doctors answered all questions and explained all stages of treatment given. I can't think of any negatives"

"The staff were all warm, friendly and efficient. They were professional in their duties but showed a lovely human touch too. Nothing was too much trouble for them and they created a good atmosphere on the ward. From clinical staff to nurses and doctors, they made a worrying situation something to be acceptable and positive too. Thank you for you work"

"Care in ward 9 was very good"

"All staff excellent"

The care was of top quality, nothing was a problem, my care was excellent. I would recommend ward 9 as very professional and friendly"

"Very nice staff"

"Care was excellent, all staff worked have within their limitations. I could see stress on some nursing staff due to demand but they work professionally. Improvements some care to prevent infection"

### **Ward 10**

"I had rest and medication"

"Very good care"

"Everything was good, Thank you"

"Caring medical staff all round"

"Staff very friendly and helpful"

"Free TV"

"Everything from the nursing staff through to the cleaning staff have been excellent"

"Length on time you wait in A&E, especially elderly"

"Couldn't have asked for better care or a better bunch of staff. I was made to feel like I got everything I asked for and needed when I needed it. I would definitely feel comfortable if I had to stay on ward 10 again"

"Prompt service and care when needed but don't smoke to get in here"

"My care was first class in every way by the highly skilled and efficient nursing and medical staff. Many thanks to one and all"

"Very good, all the staff are great and on hand when you need them. Thanks very much"

"Very good care, pleasant nurses"

"Everyone was helpful"

"Everyone was super nice and made me feel very comfortable"

"Everything was good about my care in ward 10, nurses are very good and helpful"

"All my care was good, I had everything explained to me"

"All the staff took very good care of my father – also they were very friendly"

"Nursing staff were excellent – very caring and efficient – unfortunately there did not always seem to be enough of them to do the tasks required of them. Plus the food was not very appetizing and often too salty"

"Great treatment, could not have been treated better"

"The staff were very good and helpful, the care they took and passion was outstanding"

"Caring and approachable"

"Care that was taken to meet your needs, all staff extremely caring and helpful can't think of anything that could be improved (apart from ... wages for staff) Thank you"

"Very good"

"Everything was great"

"Care given, food very good"

"My care was good all round, not much could be improved"

"The nurses and doctors very helpful. All the staff are really good, got well looked after. It would make an improvement if they had more staff"

"Very good care and the food was very nice. Improve not a thing"

"Nursing care excellent. Car parking could be improved, it's an absolute nightmare"

"Well taken care of, no improvement in my case"

"The care I received was of top quality and I can't thank staff enough for the care I received. It would make an effort to improve on it after"

"The staff were very pleasant and very helpful in every way. I didn't think the wards need improvement"