

### Highlight of the Month

We have received some lovely 'thank you' cards this month from our patients!

Well done team!



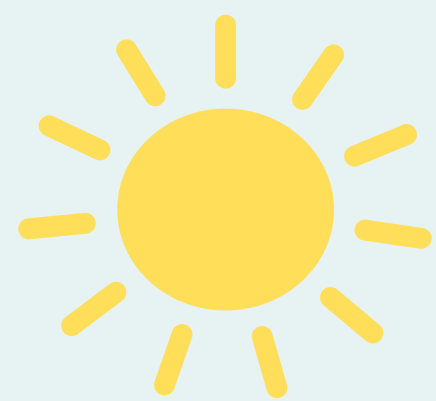
This is your reminder to get involved this May, send in your photos if you go for a walk so we can share them!

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# NATIONAL

# WALKING MONTH

We're supporting @LivingStreets' #NationalWalkingMonth this May!

Did you know that a 20-minute walk can reduce the risk of preventable health conditions, including certain cancers, depression, heart disease and Type 2 diabetes?



# Health & Wellbeing Resources

Health and Wellbeing is about being emotionally healthy as well as physically healthy. It's feeling able to cope with normal stresses, and living a fulfilled life. It can be affected by things like worries about money, work, your home, the people around you and the environment you live in. Your wellbeing is also affected by whether or not you feel in control of your life, feeling involved with people and communities and feelings of anxiety and isolation.

Community Healthcare recognises that our employees have a direct impact on our clinical outcomes and the experience of our patients. When our staff are healthy, well and satisfied, the experience of our patients improves.

**Please scan or click the QR code to access health and wellbeing resources:**



# Patient Feedback

## Questionnaire 1 & 2

Well done team!

### Questionnaire 1 and 2 Qtr 3 & 4 positive comments:

- All of the people involved in my procedure showed a high level of professionalism, kindness and concern for my well being. They are all a credit to their chosen fields. Thank you.
- Thank you very much for all your love and gentle care.
- All staff members involved in my appointment today were exceptional. Thank you
- Everything was 1st class. Many thanks

# Patient Feedback

## QR code/ text survey

**Q1- How likely are you to recommend our service to friends and family?**

**Extremely Likely** - 65 responses

**Likely** - 7 responses

**Don't Know** - 1 response

**Neither likely or unlikely**- 1 response

**Unlikely** - 0 responses

We received a total of 74 responses in April

**Overall rating:**



**4.88%**

See pg 4 for some lovely feedback we have received

# QR/ text survey feedback we have received from patients this month

Very pleasant and nice people!



So friendly, made me feel comfortable



Very satisfied with the service and staff very considerate thank you



Very friendly and understanding!



Brilliant, kind and helpful. The treatment I was given works!



I was nervous about my procedure and it went smoothly, the aftercare advice was great!



My experience with CH has be excellent, staff were lovely and very professional



Was made to feel welcome and relaxed. thank you!

