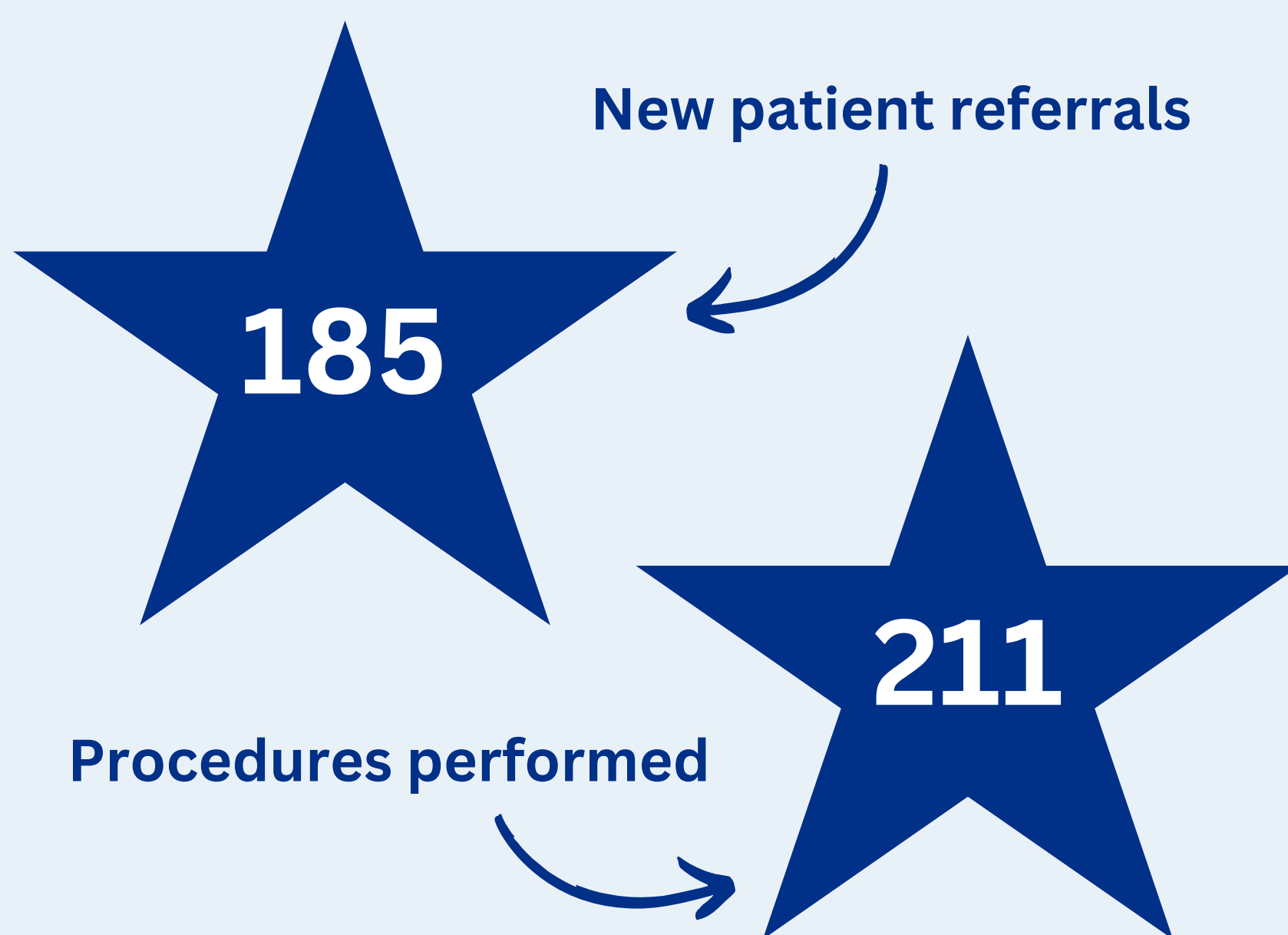


HIGHLIGHTS OF THE MONTH

- July was our highest patient referral intake and procedures performed this year!
- North Hykeham HC was our busiest clinic with 76 procedures performed.
- Well done team for always providing the best care to our patients!



ANNOUNCEMENTS

Inside the issue

Highlight of the month p1

Health and Wellbeing pg 2

Patient feedback pg 3 & 4

- Keith and Heather visited the Lincolnshire EACH Team in Lincoln on Monday 29th July who are now responsible for dealing with all CSS referrals received from GP Practices in Lincolnshire.
- We officially welcome Mr Rajan Bhojwani to the team who will be offering excision of BCCs, facial and eyelid lesions.
- We also welcomed Mujdeh our new contracted Nurse along with Warwick, Kathleen and Rebecca who are bank HCAs.

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:

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



Patient Feedback

Questionnaire 1 & 2

Positive comments we've received in July:

- Everyone was so friendly. Easy to talk to which is just what you want.
- Very friendly and professional staff great communication and very caring.

Patient Feedback

QR code/ text survey

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

Extremely Likely - 48 responses

Likely - 7 responses

Don't Know - 0 responses

Neither likely or unlikely - 1 response

Unlikely - 0 responses

Extremely Unlikely - 0 responses

Well done team!

We received a total of 56 responses in July

Overall rating for July:



4.9%

See pg 5 for some lovely feedback we have received

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

Very warm and friendly made you feel comfortable may I also add a big thank you!



Excellent staff, put me at ease and explained everything to me!



A brilliant team on the day, a thoroughly explained and smooth procedure! Great care and communication as well! A credit to our health care service the staff were!



Friendly staff, good care, doctor explained everything thanks.



The staff (2 nurses and surgeon) were really good and helped to make it a relaxed environment.



Staff were excellent, very patient and reassuring. They made the whole experience easier!



It was a very good experience, very helpful, kind staff!



Excellent care by all concerned. A pain free experience!

