

# HIGHLIGHTS OF THE MONTH

**WE RAISED £170 FOR  
MACMILLIAN COFFEE  
MORNING!**

**THANK YOU TO EVERYONE WHO HELPED  
OUT AND DONATED TO OUR FIRST  
MACMILLIAN COFFEE MORNING.**

**THE CHAIRTY HELPS SUPPORT PEOPLE  
LIVING WITH CANCER.**

**YOU CAN STILL DONATE BY CLICKING HERE**



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# 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

### Questionnaire 1 and 2 comments-

- **Positive comment-** Many thanks to surgeon and staff.
- **Positive comment-** During my treatment I was comfortable and had confidence in the staff. I felt no pain of any consequence whatsoever. I am grateful to them for their professionalism and care.
- **Neither positive or negative comment-** Surgeon checked in and gave more pain relief.

**Well done team!**

# Patient Feedback

## QR code/ text survey

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

**Extremely Likely** - 48 responses

**Likely** - 6 responses

**Don't Know** - 0 responses

**Neither likely or unlikely** - 1 response

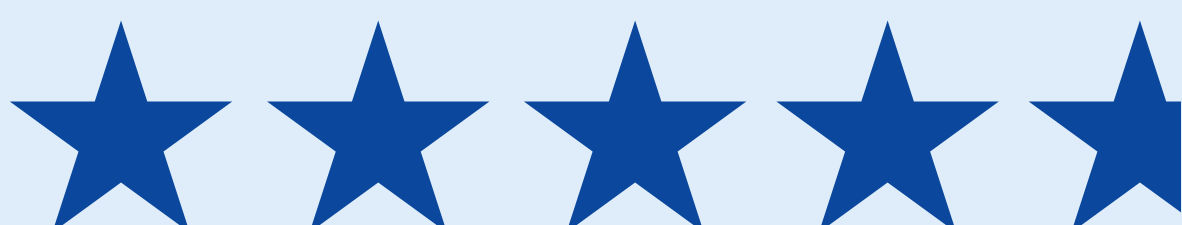
**Unlikely** - 0 responses

**Extremely Unlikely** - 0 responses

**We received 54 responses in September out of 125 texts sent.**

**See pg 4 for some lovely feedback we have received**

**Overall rating for July:**



**4.8%**

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

Excellent service. The surgeon and team were lovely and helped me relax. Highly recommend.



Excellent service from start to finish all friendly, warm and put you at ease.



Excellent service. Almost pain free op. Staff excellent.



I was completely put at ease by the care and professionalism of the staff.



Very professional and friendly. I felt safe. A good experience, thank you.



The surgical team were courteous understanding knowledgeable and made me feel at ease.



Very efficient from initial booking appointment to operation carried out with consideration and care.



Really understanding and very well managed was so impressed with the care of work.

