

# ANNUAL SUMMER BBQ



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Thank you to everyone who joined us at our Hawaiian BBQ this year! We hope you all had an amazing time and we hope to see more of you there next year!

We shared lots of laughs, amazing food and a chance for all of us to catch up.



# 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:



# Charity Event

We are delighted to be hosting our first Macmillan Coffee Morning!

If you would like to join in on the day please email [jasmine.graves@nhs.net](mailto:jasmine.graves@nhs.net) or if you can't make it, be the first one to donate to the wonderful charity following the link below:

<https://donate.justgiving.com/fundraising/cm24056827/donation-amount>



## COME ALONG TO OUR MACMILLAN COFFEE MORNING

ON TUESDAY 1ST OCTOBER  
FROM 9AM TO 12PM

JOIN US AT LOUTH HOSPITAL,  
COMMUNITY HEALTHCARE ON  
THE 2ND FLOOR IN BLOCK 27  
(NEXT TO THE THORESBY  
SUITE)



ALL FUNDS RAISED WILL GO TO  
MACMILLAN CANCER SUPPORT  
TO HELP THOSE LIVING WITH  
CANCER

IF YOU STRUGGLE TO FIND US CONTACT:  
01507 631297

# Patient Feedback

## Questionnaire 1 & 2

All positive!



### Questionnaire 1 comments- Sent 132 and Received 42

- This was second time I had surgery first was right wrist second was left wrist. All of the staff at clinic were exceptional and above expectations. I was totally at ease and comfortable. The procedure from walking into and out of clinic and after surgery. Thank you so much to all staff.
- Everyone was so friendly. Easy to talk to which is just what you want.
- Overall excellent experience.

# Patient Feedback

## QR code/ text survey

**Well done team!**

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

**Extremely Likely** - 39 responses

**Likely** - 5 responses

**Don't Know** - 0 responses

**Neither likely or unlikely** - 1 response

**Unlikely** - 0 responses

**Extremely Unlikely** - 0 responses

**We received 45 responses in August out of 100 texts sent**

**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 well conducted examination followed by a successful procedure.



Extremely satisfied. Excellent staff very professional thank you.



Admin - Jasmine & Surgeon and his team at Grantham HC have been and were excellent.



The nurses were incredibly kind and made me experience much more comfortable.



I found the people who I saw for treatment very professional and explained to me what the treatment would be and what to do if I needed any further help.



Amazing and friendly staff, very clean and comfortable environment.



Mr Qadir was excellent. Staff very friendly and supportive.



The surgeon and the nurses are a fantastic team loved everything about my experience.

