

ANNOUNCEMENTS

NEW SERVICES

We can now offer patients Haemorrhoid banding, Excision of Basal Cell Carcinoma's High and Low Risk, Removal of Eyelid Cysts or Lesions and a range of Contraceptive methods.

We will be offering these procedures at our clinics our Lincolnshire so we will be expecting more clinics in the next couple of months.

Thank you to all staff for helping us get this service up and running for our patients!


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We hope you had a great day celebrating!



We wished Mr Akhrass a Happy 70th Birthday!

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 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

Questionnaire 1 and 2 positive comments-

- **Positive comment-** the surgeon and his staff were very friendly and helpful. He even diagnosed a further problem that I have and took the trouble to write it down for me. Very impressed.
- **Positive comment-** Friendly professional staff who were reassuring and put me at ease which was most appreciated thanks.

Patient Feedback

QR code/ text survey

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

Extremely Likely - 71 responses

Likely- 15 responses

Don't Know - 0 responses

Neither likely or unlikely- 1 response

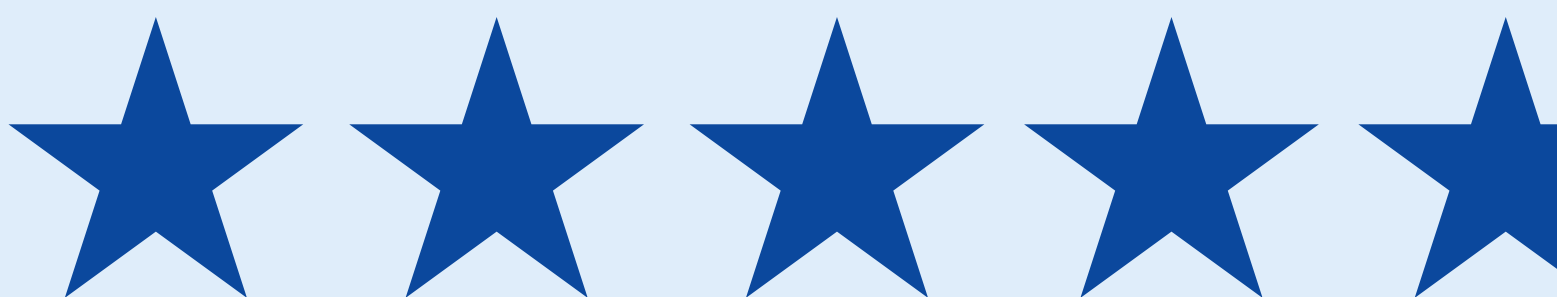
Unlikely- 0 responses

Extremely Unlikely- 0 responses

Well done team!

We received 87 responses in September out of 158 texts sent.

Overall rating for July:



4.8%

See pg 5 for some lovely feedback we have received

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

Very friendly and competent staff was put at ease and went smoothly
thnx



Could not fault the care I received !



Very grateful I have had my operation done thank you!



We could not have been treated any better.
Kindness and polite and respectful.



Excellent service and thanks again for the doctor making the best decision.



The doctors and nurses were so lovely and reassuring and very kind.



Very professional. I am pleased with the way my hand feels. Thank you all



Friendly team and very informative.

