

### HIGHLIGHTS OF THE MONTH

#### WORLD WELLBEING WEEK

Community Healthcare celebrated World Wellbeing Week by having an ice-cream and discussing the BBQ plans for August, see page 2 for more information!

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.

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.



#### Inside the issue

Highlight of the Month and Announcements pg1

Health and Wellbeing pg2

Questionnaire and Text Survey Feedback pg 3

Patient Feedback pg 4

### ANNOUNCEMENTS

- Bex (Nurse) resigned from Community Healthcare, we wish you the best of luck for the future and hope to still see you in some of our clinics!
- We received 143 new patients and operated on 159, well done team, after having a few quieter months!

# 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

### Questionnaire 1 and 2 positive comments:

- The questions should be about the whole team. All excellent.
- All staff were very good. Ensured that the cover over the sutures did not affect my allergy to sticking plasters.
- I was extremely anxious on the day and the Surgeon and Nurses were so kind. I would love to thank everyone!

**Well done team!**

# Patient Feedback

## QR code/ text survey

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

**Extremely Likely** - 45 responses

**Likely** - 6 responses

**Don't Know** - 0 responses

**Neither likely or unlikely** - 0 responses

**Unlikely** - 0 responses

**We received a total of 51 responses in June**

**Overall rating:**



**4.91%**

**See pg 5 for some lovely feedback we have received**

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

Kelly was patient, clear in explanation & gentle. Very professional.



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



Polite, efficient, professional.



The whole team was efficient, friendly and caring. My procedure was explained carefully beforehand and was very smoothly carried out.



Very prompt, reassuring and competent treatment. Thank you



Absolutely wonderful, very caring and explained everything along the way - extremely grateful for an exceptional service - thank you !



Professional, informative and a quick procedure. The staff are a credit to the Health Centre



The team did a very good job of keeping me at ease throughout the procedure.

