

It's easy to criticise...

...but not everyone does.

Many people send cards and tributes about the care they and their relatives have received.

We receive thousands every year from our hospitals. Some are very poignant – others make you smile.

Some go into great details – others simply say 'thank you'.

Whatever they say, we know they're from the heart.

Here are just a few.



New! Summer 2011

“compliment every single staff member there”

Hello, I stayed over night after an operation in the Elmstead day unit.

I would just like to compliment every single staff member there as I was very comfortable during the whole stay and felt looked after.

Many thanks
August 2011



New! Summer 2011

“care and treatment from both the medical and nursing teams was exceptional”

Dear Dr Coutts

I write to record my thanks to you and your team in the Cardiology ward; I was recently admitted via the Emergency Department and was transferred to the CMU where I remained for the next five days.

Throughout my inpatient stay the care and treatment I received from both the medical and nursing teams was exceptional and nothing was too much trouble for them.

Additionally the support staff were helpful and attentive and finally the ward was kept clean with a daily regime of mopping and damp dusting.

Notwithstanding I was unwell, my stay was an experience I will not forget.

An exceptional hospital that cares for their patient's well being.

I thank you all.

Monday 1st August 2011



New! Summer 2011

“efficiency and kindness of the staff during the whole procedure”

Anna

I attended Colchester Hospital last Thursday 28th July for an exploratory Colonoscopy, and I just wanted to compliment your dept on the service given.

I arrived, I assume like most people, with a little trepidation of what was to happen, and the efficiency and kindness of the staff during the whole procedure, from start to finish, made the whole procedure easier.

Please pass on my thanks to all concerned
1 August 2011



New! Summer 2011

“what a nice man he is”

After a 3 day stay in hospital there I would like to say thank you to the staff and nurses on Mersea Ward where I stayed in ward d3

They were very nice and friendly and all ways had time to chat to you in there busy shifts.

Also I would like to thank Mr Galvin for doing my operation what a nice man he is.

Also must mention about the food I had in there it was very nice enjoyed all my meals.

Yours sincerely



New! Summer 2011

“kind and helpful, especially to my family”

I would like to thank all the hospital staff following my recent overnight stay in Brightlingsea Ward.

Their Professional attitude and consideration whilst I was there, was second to none.

Nothing was too much trouble for them, and the ward staff were kind and helpful, especially to my family.

This was my second visit to the General in 12 months, and both times the service and dedication was superb.

Thank you all for your help in what was a difficult and stressful 24 hours.



New! Summer 2011

“treated my Mother with care and dignity”

I would like to express my thanks to your staff in the stroke ward {Gainsborough}. My Mother was taken to the ward on the 18th January 2011 from the Home she was in due to Dementia she suffered a stroke.

When my Mother was admitted to the ward the nurses was so lovely and kind they could not been more helpful if they tired they treated my Mother with care and dignity.

They was also so understanding and caring for myself they let me stay with my Mother for 14 nights they brought a bed in to the room for me and gave me comfort when I needed it.

They gave me advice and helped me when my Mother passed away they was so kind I could never thank them enough so I would like to say once again from the bottom of my heart Thank you to all of you, you are the best.

Follow up response

Dear Paul,

Thank you for your email – I sent a copy of my email to the Gazette so people get to know all the good work Colchester General Hospital do.

Yes, please use my letter sent to you and I have clicked in to all the other sites. If my Mother was here she would have thank all the staff they was so gentle with her they treated her like she was there own Mother I could not wish for more.
Kindest regards,



New! Summer 2011

“he woke about 3.30 am asking for a yogurt”

Last Thursday (9 June 2011) my 4 year old son had his tonsils and adenoids removed by Ms Lee. My husband and I cannot fault the time my 4 year old son was with you. It was obviously more worrying for us as parents than him, as he was too young to understand what was happening.

Even the porter who transported us to theatre was happy, talked to him and made what could have been a scary trip into a fun one!

Nothing was too much trouble for staff. My 4 year old son and I stayed on the Children’s Ward overnight on Thursday, and he woke about 3.30 am asking for a yogurt. I found a nurse who within minutes returned with one for him. The same can be said for a milkshake he requested mid morning on Friday.

The play scheme ladies were fab, especially Rachel and the toys and equipment available for the children to use were everything you could wish for! The whole experience was a happy one for him and he has said he would like another sleepover in Hospital (hopefully we wont have to do it again though!!)

Well done!!

Follow up response

Hello Paul, I have sent copy of my email to The Gazette and posted a comment. I am happy for you to post a copy of my email on your Website. Once again, Many thanks



New! Summer 2011

“treated with dignity and kept informed”

While on holiday at St Osyth's my mother was admitted, via the ambulance service to Accident and Emergency on Sunday 15th May 2011. She was very unwell and her final diagnosis was Stage 2 Respiratory Failure.

I would like to thank all the staff involved in her care from the Ambulance Service A and E, Medical Assessment Ward and Layer Marney Ward. Without the prompt and efficient care of the ambulance technicians, doctors, nurses and nursing assistants she would have died.

We were treated with dignity and kept informed of all treatments and procedures. I had two particular conversations with the doctors on duty that day, both advising me how ill mother was and our wishes on resuscitation. The conversations were tactful and compassionate, thank you.

Mother was discharged on day 10, and she has subsequently returned home, I feel that she is weaker emotionally and physically since this admission. Her health problem's are a daily challenge.

I would like to make a special mention to one of the doctors in A and E. Doctor Tom or Tim, I'm sorry but at such a stressful time I have forgotten which it was. Mother had always had a fear of having arterial blood gases taken, (having had a previous bad experience), but he was so competent and quick that she has now overcome that fear. Unfortunately she has had an admission to Basildon A and E since coming home and she willingly allowed the doctors to take arterial blood gases, so again thank you.

I know all hospitals receive bad press, but in my experience I can only praise your staff, facilities, cleanliness and kindness.



New! Summer 2011

**“care from reception at A&E
right through to discharge
was superb”**

I would like to thank all your staff for looking after me so well after I was stung and came in with anaphylaxis.

The care from reception at A&E right through to discharge was superb and I am very grateful to all of the staff who made me well and kept me comfortable during my stay. Many many thanks to one and all.

Regards,
29 May 2011



New! Summer 2011

“It is a pleasure to see people who genuinely enjoy the job they are doing”

Dear Mr Searle

I would just like to express our thanks to all the Doctors/Nurses and other staff on Birch Ward.

My mother was recently there for a two week period and the care she received was excellent: We cannot thank them enough.

When I phoned Harmoni Care, they called an ambulance which was with us within 4 minutes and the staff on the A&E at the hospital were very good.

It is a pleasure to see people who genuinely enjoy the job they are doing and they really do an amazing job.

With Very Best Regards



New! Summer 2011

“went beyond his duties to be helpful, informative and caring”

Dear Sir/Madam,

I am writing to thank the staff at the hospital for all of the fantastic care given at the hospital this week following my recent arm injury.

On awaking from orthopedic surgery on Wednesday, I was treated very well (in the Bergholt ward I believe) by all of the staff.

One nurse on duty in particular, Michael, went beyond his duties to be helpful, informative and caring in a very professional manner, even though he was clearly very busy.

I do not often write to leave feedback, but on this occasion I feel compelled, even though typing with one hand makes this a rather slow process!

Keep up the fantastic work! You make me proud of the NHS.

Kindest of regards,
26 May 2011



New! Summer 2011

“so much kindness, thoughtfulness and professionalism”

I am a patient of Dr. Josson's at the Colchester Walk-in Center. I am 7 months pregnant and have recently found out that I have gestational diabetes. I am a Canadian citizen, married to a gentleman from Colchester and have lived here for the past year. I would like to give some feedback with regards to my own personal experiences here at Colchester General.

I have NEVER experienced so much kindness, thoughtfulness and professionalism as I have at this hospital. Where I'm from, staff generally walk around looking quite displeased and make it clear that they are, in conversations to one another that can be heard very audibly. Because of my diagnosis of gestational diabetes, I have been looked after by not only my Midwife, Heather, but also a team including Dr. Bodmer.

This has not been an easy pregnancy, but I feel so much care and support by hospital staff, that I know I can get through this. It doesn't seem to matter which area of the hospital I'm in, the consensus is still the same...a happy, well-mannered staff. I had to arrive to my blood work appointment one hour early a few weeks back, and to my delight, the girls in the lab were laughing, smiling, checking in on me making sure I was ok.

This is not something I'm used to, as the hospital staff back in Canada does not wear this same demeanour. This has been so refreshing to see and although I know I'm up for a bit of a rocky road ahead with the arrival of our baby in July, I know that I'm in good hands. This has been of great comfort to me and I just wanted you to know what an incredible job the staff at Colchester General Hospital are doing, from an "outsiders" point of view.



New! Summer 2011

**“ward was spotlessly clean,
and the (very busy) staff
caring”**

I am just writing to say how impressed I was with the care I received when I required an emergency admission with pancreatitis on Thursday 21st April 2011.

Although the MAU unit and the hospital generally were very busy I was cared for, investigated quickly and a bed found on Brightlingsea ward. I remained an inpatient until Sunday 24th April.

The ward was spotlessly clean, and the (very busy) staff caring and obviously doing all they could for the patients and despite the inevitable problem of lack of sleep due to the constant movement of patients into the ward etc. I came out re-assured that the NHS still provides a very good service indeed.

I would be grateful if you could pass this on to the wards and staff concerned.

PS I am incidentally a still registered and practising RGN with both hospital and GP surgery experience. I would never let anyone know that when they are caring for me! Nonetheless it does make me particularly qualified to assess the care I was given. Well done to all concerned.



New! Summer 2011

“[Over] 10 years... cannot fault our treatment”

Our family have been associated with the Foot Clinic held on a Monday and Friday, for nearly 10 years.

My husband is a diabetic and has had an ulcer which has improved tremendously over the years, with a few visits as an in patient.

We have always been treated with the utmost respect by Dr Bodmer and his staff, and when necessary, blood tests, xrays, scans, we cannot fault our treatment by all members of staff and Receptionists male and female, we are remembered by them as of course we have been regular attendees, starting weekly and now to monthly, which in itself proves the improvement made by my husband.

We would like to single out Angela, Andy and Katie, they are always pleasant and helpful.

Our last appointment was Monday 15 August 2011, Angela was our podiatrist for the day, she is very knowledgeable and always looking to improve my husbands condition, and she always puts our minds at rest.

We would like to compliment this team and the Reception Staff.