

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! Winter 2012



“service from physio dept has been impeccable”

I am writing to you for the second time in a year to express my appreciation at the excellence of your service.

My daughter was diagnosed with a spinal cyst back in March 2011. She spent a month at the [Xxxxx] Hospital, 14 weeks in a hip spiker and when she returned home was provided with outstanding service by Carly Budd, whom I wrote about previously.

Carly then contacted the physiotherapists, and arranged a handover, so that we could start working on my daughter before she came out of her hip spiker. Anna has worked with us really well throughout this process. She carried out home visits when my daughter was fairly immobile and has been flexible and encouraging providing us with exercises to improve her mobility and strength. She has always been flexible with appointments to save my daughter missing more school and has an built up an excellent rapport with her.

She also visited her at school and showed her teachers how she could do some exercises rather than being left in the classroom doing nothing.

Anna has patiently waited for my daughter's consultant to give her the go ahead to progress the exercises and she is now having hydrotherapy

which she is enjoying enormously.

Anna is also very sensitive to my elder daughter feeling somewhat left out during this lengthy process and always makes sure she acknowledges her by name and asks how she is.

At the last clinic visit the consultant described my daughter's progress as 'excellent' and for the first time talked about 'if' she needs a further operation rather than 'when'. My husband and I are absolutely convinced that if it hadn't been for the care received from Anna, our daughter would not be in the condition she is now and we would probably be undergoing the further operation to insert metal bars. Although her consultant is a brilliant man, the aftercare from [Xxxxx] hospital seemed to be somewhat patchy whereas the service from your physiotherapy department has been impeccable.

I do not think I have had to write a letter praising excellent service for many years so to have to write two, in the space of a year, is quite something.

Many thanks for the excellent service provided by your organisation to our daughter.

Yours faithfully

August 2011 to January 2012



New! Winter 2012



“They deserve the highest praise”

Please thank all the staff on D’Arcy Ward for looking after my mother so well from Monday January 23rd for 7 days.

They deserve the highest praise for their efficiency and cheerfulness at all times.

I shall be writing to Mr Coutts, the top man, as well.

Kind regards,

Sent from my iPad



New! Winter 2012



“convey my gratitude to the staff of the clinic”

My father was seen by his Optician on 18th January 2012. He was immediately referred to the Eye Clinic at Essex County Hospital as the Optician suspected AMD.

Obviously to anyone involved with the patient this is a devastating diagnosis, and we spent several days in flux, reading various reports on the net and obtaining information regarding the condition.

My father was seen at the Eye Clinic on Monday 23rd January and unfortunately the diagnosis was correct. We were at the hospital for several hours whilst my father had photographs taken and treatment commenced on his right eye. As I understand it injections will be necessary for the next two years.

There is also AMD in the left eye, however we were informed that at the present time this would be monitored, rather than treated by the injections.

My father is so pleased that treatment has begun so swiftly and feels that real progress is being made towards his condition. As his daughter, I would also like to endorse his praise for the quick action taken by Mrs Sellathauri and her staff. It may prevent the condition worsening in the coming years. I phoned the hospital on the same day as we attended to thank the staff involved.

If I may offer some constructive criticism it is that the patient (and relatives) don't know the questions to ask at the time of the diagnosis, and it would be so helpful if there was a way

in which patients could voice their concerns to staff once they have returned home and absorbed the information given.

I did just that! On returning home I had a long list of questions and concerns which I forgot to ask, or simply didn't know I needed to ask at the time of consultation. I know that the follow up visit is four weeks from the time of initial diagnosis for the second injection but this is a long time when you are anxious.

I tried ringing the clinic for three days, and I understand now that I will be called on Monday to discuss my father's condition further, once the notes are retrieved back from filing.

I understand that I should have asked these questions at the time of the consultation but hindsight is a wonderful thing!

Returning to my first point, I would be grateful if you would convey my gratitude to the staff of the clinic on behalf of both my father and myself for the prompt action taken to alleviate this diagnosis.

Mrs Sellathauri and Sister Clarke, were most kind and considerate to my father at all times.

The condition manifested itself so quickly and diagnosis was so swift that we are still coming to terms with it, however your endeavours are most welcome and greatly appreciated.

Yours faithfully

August 2011 to January 2012



New! Winter 2012



“nothing but praise for Cora and the team”

I recently came into Elmstead ward for arterial defibrillation, although my outcome on the day was not successful I am still making good progress. My health has continued to improve immensely and I have nothing but praise for Cora and the team

yours truly

August 2011 to January 2012



New! Winter 2012



**“delightful, helpful,
accommodating and
understanding”**

May I just say that your pre admissions staff are charming!

I've had to ring a couple of times to rearrange my son's appointment and I have to say I prepared myself for an unfriendly, unhelpful encounter because unfortunately that's often what you get.

Both women were just delightful, helpful, accommodating and understanding. It makes such a difference to the way you approach the appointment especially when children are involved.

Best wishes

August 2011 to January 2012



New! Winter 2012



“cracking bunch of nurses”

I had reason to stay in Elmstead ward on Tuesday 17th January following a liver biopsy procedure from about 11am to 3pm.

What a cracking bunch of nurses you have in there!

I could not have been looked after better, they were efficient, pleasant, and humorous, not just to me but to all that were in there following their various procedures.

I would like to record my thanks to them for making an uncomfortable time as pleasant as possible.

My kindest regards to all,



New! Winter 2012



“Incredible service and care”

I just wanted to say I can't thank the NHS and Colchester General enough for the standard of care my Mum has had below is her journey of care

Boxing Day feeling really unwell I rang NHS Direct and excellent call back and diagnostic – referred to out of hours doctor – out of hours doctor at 7.00am who was amazing and kindness and diligence personified – this led to referral to Triage and once again amazing care for my mum who was very scared and the consultants nurses and all staff involved so kind and professional – then onto Dedham ward and monitoring and yesterday afternoon pacemaker fitted

Incredible service and care and can't thank all the teams and individuals concerned enough

Follow up reply:

I am more than happy to give you a quote or more than happy for you to use this in any reports etc with my wholehearted permission – not only have you cared for my Mum last few days but I suffered a number of seizures earlier this year and have had incredible care from consultants technical specialists ,ambulance and emergency staff all leading me to giving me my life back and normalising

which in turn has enabled me to care for my mother

People are too quick to criticise but on every occasion when it's really mattered I have had amazing care from the National Health Service and Colchester General –even longer ago my Late father passed away in emergency which was a very positive caring and dignified experience which left me walking out and looking up thinking there was absolutely nothing else anyone could have done to help him and in an ironic way a really good experience which could have been so much worse .

I will find out later if my Mum is coming home today and many thanks for your reply and for passing on to the teams who I all thanked personally at each stage but lovely to see a pat on the back for truly caring professionals and links nicely to your Investors in People Standard .

Shame there isn't another called Investors in Patients (I know you have Charter etc) as you would get a gold award for all you and the teams have done

Best Regards and thank you for coming back to me

August 2011 to January 2012



New! Winter 2012



“all the staff involved were friendly and very professional”

I had a Myocardial perfusion imaging test on the 8th. and the 13th. Both the appointments were on time the procedure was fully explained, all the staff involved were friendly and very professional and the treatment was excellent.

Please pass on my appreciation of their attitude.

Regards

August 2011 to January 2012



New! Winter 2012



“an example of the NHS at its best”

I am writing to you regarding my recent stay in your hospital on the EAU ward (17-18 December 2011).

I would like my thanks to be passed to all the staff who dealt with me in A&E (Nurse ‘Clare’, Surgeon ‘Daniel’ and Nurse ‘Daura’(?*) especially) and on EAU particularly Nursing staff, Helen, Elaine, Ann, Jason and Debbie plus Mr Wynn.

Special thanks also to the housekeeping staff particularly the lady providing the meals and drinks service.

All these staff and many others made my stay as comfortable as possible and dealt with my injuries in a sympathetic and professional matter. This was an example of the NHS at its best and I count my self as blessed to have been treated so well.

The NHS Ambulance staff who dealt with me at the roadside were also excellent.

Thank you all for being there when I needed you.

August 2011 to January 2012



New! Winter 2012



“excellent care that I received from everyone”

Having undergone a recent Laparoscopic Cholecystectomy at your Elective Care Centre I must say thank you to you all for the excellent care that I received from everyone from the receptionists to the domestic staff, the (very young) Doctors, Surgeons and the Nursing Staff of this centre.

I was treated with the utmost care and consideration.

The standards of cleanliness was very high, and I am recovering well because of the treatment I received from your hospital.

Please pass my thanks to these wonderful people, and hope that you all have a good Christmas and a very prosperous New Year.

Kind regards

From a grateful patient

August 2011 to January 2012



New! Winter 2012

“everyone took the trouble to explain what they were doing”

Excellent Treatment at A&E on 2 December

I wanted to say thank you to the staff at the Accident and Emergency Department at Colchester General Hospital who looked after me so well last Friday evening.

I came into A & E at about 9 p.m. with severe vomiting as a result of what seems to have been an allergic reaction to caffeine. Not only was everyone extremely kind, but they also treated me almost immediately with anti-sickness drugs and a cortisone injection. It was a great relief to be feeling better very quickly.

What impressed me the most was that everyone who looked after me took the trouble to explain what they were doing and why.

Dr K (originally from the Ukraine) made sure to tell me the results of my blood tests and even showed me the computer image of his scan of my abdomen. As someone who hates being kept in the dark about what is happening, I really appreciated this inclusive and respectful approach.

Please would you pass my thanks on to the staff concerned? It wasn't exactly a pleasure to be in A & E, but since I had to be there, it was delightful to be treated with such kindness and courtesy.

Many thanks.

August 2011 to January 2012



New! Winter 2012



“reassuring and friendly at all times and nothing was too much for them”

I am writing to compliment the care I have received during my stay at Colchester Hospital.

After a few days in critical care I was transferred onto Langham ward where I stayed for a further 2 weeks.

I was in hospital for a reason which was my own fault and no one judged me, every single member of your staff from the health care assistants right up to the ward sisters were so reassuring and friendly at all times and nothing was too much for them.

All the staff worked brilliantly together and catered for my every need, during the first week I was bed bound and relied on the “buzzer” when I needed assistance, the staff

always answered and helped in every way they could.

The beds were made religiously every day and clean towels etc were always available.

Even the cleaners were super at their jobs and friendly whilst cleaning the room (Steph in particular)

There are two names I would like to mention in particular and that's Nicky and Kirsty, they were so professional but at the same time felt like my friends during my stay.

Please pass this email onto to the staff at Langham ward as they deserve to read every word.

Keep up the good work

August 2011 to January 2012



New! Winter 2012



“to manage a dignified passing was an incredible feat... very grateful”

Staff at Colchester General, my grandmother was a patient in CGH admitted via A&E on the 23rd of November. Unfortunately she passed away the same day.

I felt I had to write to you, congratulate all your trust's staff she encountered throughout.

The A&E staff and especially the EAU staff; nurses and doctors alike were incredibly professional, diligent but most of all kind, gentle and caring. They showed empathy and kindness to my parents at all times.

Staff nurse Anne as my grandmothers main allocated nurse on EAU was incredible, looking for a side room when her passing was imminent, however she passed away very quickly.

I am a nurse myself and have worked in the trust, and I am very aware that EAU is not the easiest or calm of environments and to manage a dignified passing was an incredible feat. My family and I are very grateful to the ward and the hospital staff my grandmother met that day.

Thank you,

August 2011 to January 2012



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“would not have been possible without their care and treatment”

I recently spent two days in the Accident and Emergency Assessment ward and felt that I must send a big thank you to all concerned .

I visited A & E on the afternoon of November 5th as I was worried about the amount of blood I was losing with diarrhoea. I was immediately put at ease by a very caring nurse (I believe her name was Georgina).

After assessment it was decided I needed to be admitted. I had numerous tests and visits from doctors. An esophagoscopy was arranged for Sunday morning and medication prescribed on the result.

I can't praise your staff enough for the care I received. Thanks to them all I was able to go away and enjoy a fabulous holiday which would not have been possible without their care and treatment.

Yours gratefully,

August 2011 to January 2012



New! Winter 2012



“I have nothing but praise how my son and I were treated”

I would like to thank three members of your staff in A&E and in the x-ray department who were on duty on Monday 14th of November.

My 13 year old son fell during rugby practice at School on Monday morning.

I took him to A&E and would like to thank the radiographer Mike, Nurse Practitioner Simon Grimshaw and Plaster room Nurse Ben for their care, treatment and professionalism towards my son.

A traumatic experience for him was made less so by the staff involved despite their very high work load in the Department on Monday morning.

Please pass on my comments to the Staff involved and to the Chief Executive. People are always ready to complain about the NHS but I have nothing but praise how my son and I were treated.

I am pleased to say that my son is back at school after a day off and is getting used to having using one hand.

Many thanks once again

FOLLOW UP

We had a follow up appointment in fracture clinic on Thursday 25th November where my son was assessed, had a further x ray and new plaster applied.

All the staff in the clinic were kind and professional. 4 clinics were running and it was very busy but we were still seen and out of the clinic in under 2 hours which I thought was very efficient.

I would like to thank Staff Nurses Catherine and Sharon and also the Nurse in the plaster room and lady radiographer.

Regards

August 2011 to January 2012



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“treatment I received in an exceptionally busy emergency ward, were superb”

I had an anaphylactic reaction while visiting friends in Manningtree in early September.

Both the ambulance service, and the treatment I received in an exceptionally busy emergency ward, were superb.

Yours sincerely

August 2011 to January 2012



New! Winter 2012



“thank you for looking after me so well guys!”

I would like to take this opportunity to thank the staff and doctors for the excellent treatment I received while having to stay in Mersea Ward at Colchester General.

I had the misfortune of being diagnosed with bowel cancer but I was fortunate enough to have Mr Dennis as my Consultant. I couldn't begin to speak highly enough about him.

His kindness, consideration, beside manner and excellent hands as far as I am concerned helped to help me through every step of the procedures I had to endure. Alongside him the wonderful theatre staff, who treated me like a V.I.P. This includes the recovery team!! Unfortunately I wasn't in the position to get their names but thank you for looking after me so well guys!!

Then I have to go on to the wonderful nursing staff on Mersea Ward, how kind they all were, from the bed bathing to checking my blood pressure every couple of hours, everything went like clockwork in this ward. They have been the most caring group of nursing staff I have ever had the pleasure of knowing so “THANK YOU” to you all as well.

I felt I had to write this note as I've seen Colchester General getting bad press, I thought it would be good to receive some good press for a change.

THANK YOU VERY MUCH
EVERYONE!!

FOLLOW UP

Thank you for your email asking me to nominate the staff who were looking after me during my stay in hospital. I have just done completed the awards survey and look forward to hear the results. I do think it will be real moral boost for the staff and very much deserved as all N.H.S. staff work extremely hard.

I did forward my letter to the Gazette, I do hope you were notified about it.

I recently went back to the hospital for my post op and was sad to hear that Mr. Dennis has now gone to the Peterborough Hospital, if you happen to come across him on your travels please give him my regards and thank him for treating me so kindly.

Many thanks

August 2011 to January 2012



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“thank you for the level of service shown”

I would just like to say thank you for the level of service shown on my recent visit for an appendix operation, t

This started in A & E on Monday morning, right through to the end result of having it removed

I saw so many staff including trainees until my discharge the following day, it all moved so quick from a & e to eau, surgery then Wivenhoe ward, everyone involved showed that they actually cared and I was not just another statistic.

thanks again

August 2011 to January 2012



New! Winter 2012



“They cared & made me feel ‘hugged’”

With apologies for the lateness of this email.

I would like to say a huge thank you to the ladies that looked after me in the Elmstead Day Unit on Monday 24th October 2011 (pm).

I have had more colonoscopies than I care to remember but they made all the difference to how I felt I was being treated.

Claire, Cindy & Mimi – exceptional. They cared & made me feel “hugged”.

Kind Regards



New! Winter 2012



“visiting family... Colchester far exceeded the service I have received locally”

I'd like to say a huge thank you to all the staff involved in treating my daughter on Friday 28th October.

We were visiting family for half term so away from our usual healthcare service so it was quite daunting to work out what to do first.

Initially I took her to the drop in centre in Turner Road. We were seen promptly and dealt with very kindly and efficiently passed on to the Children's Acute Referral Unit at the hospital.

Arriving at the unit we were expected by the team and very quickly initial assessments were done, the doctor reviewed her and

medication was administered. The staff were all very kind, efficient and friendly. Being issued with an Open Door Pass was invaluable when the next day we discovered we had a problem with her prescribed drugs. Once again the team were very friendly and resolved the problem quickly.

My daughter has had a similar medical problem before so I've visited my local hospital twice and I must say Colchester far exceeded the service I have received locally. The Colchester system seems to work far better.

Many thanks again

August 2011 to January 2012



New! Winter 2012



“triaged and dealt with by a very capable doctor in an extremely quick time”

On 22 October 2011 I came in to A&E for a minor matter.

Although I dreaded a long saga I was actually only in A&E for 2 hours. I was triaged and dealt with by a very capable doctor in an extremely quick time.

All of the people I came in to contact with were professional, friendly and courteous.

I would like my thanks passed on to them and well done for a very well run department.

Cheers all

August 2011 to January 2012



New! Winter 2012



“without the help of the paramedic, nurses, doctors and physio, I would have died”

I was admitted to Colchester hospital on 11 October 2010

It has been just over a year and I would like to send my deepest thanks for all the brilliant people that helped me while in hospital.

I was diagnosed with acute kidney failure and without the help of the paramedic, nurses, doctors and physio, I would have died.

I would like to thank all the people who were involved in my care and a special thanks to the physio ladies who helped me walk again when I had no strength left to even stand.

I am unsure of the names of the people who helped me, but maybe that is something you can help me with.

Many many thanks and many blessings to you

August 2011 to January 2012



New! Winter 2012



“hard work that must go on behind the scene to keep up standards”

I have recently completed diagnosis and subsequent Radiotherapy course. I have nothing but praise for the first class treatment displayed by all the RT teams at the County Hospital, conducted with good grace and humour with spot on timing.

I must also thank Mr Corr and Dr Sizer for their promptness and urgency.

I feel quite lucky that I have no severe ill effects and my treatment continues and on a watching brief by the follow up care team.

Thank you for all the hard work that must go on behind the scene to keep up standards.



New! Winter 2012



“I hope that I do not need to use your services again, but if I do I will have no qualms”

I feel moved to write to you to say how impressed I have been with the treatment I have received at Colchester General.

I had to be admitted for a night on 31st August (I think that was the date) and ended up in Langham ward, the nursing and ancillary staff were professional and extremely friendly. The treatment I received from the moment I entered A & E was superb. I have not been in an NHS hospital and have only heard the negative stories before.

Yesterday at 2.15 I had to have an stress echo cardiogram and once again the staff who did the test were fabulous. They made you feel very relaxed (we even had a laugh!) for what was a stressful time for me.

Please pass on my thanks to the teams. I hope that I do not need to use your services again but if I do I will have no qualms.

Kind regards

August 2011 to January 2012



New! Winter 2012



“Colchester should be proud to have such a facility”

I was in for an ENT procedure today at the Elmstead ward and felt that I had to e-mail my thanks to all the staff concerned. The care I received was excellent and second to none.

I found the whole set up of this ward extremely well organised and efficient right from and including, reception and onwards.

Please pass these comments onto the Elmstead ward and surgery staff.

Colchester should be proud to have such a facility

Once again many thanks.



New! Winter 2012



“at 80 I am staggered that the NHS care so much about me”

I have just had the ‘dubious’ pleasure of sampling the services of Colchester Hospital as a relative.

My mother had to attend the A&E department on Monday 12th September 2011 following a suspected TIA.

I can only praise all the staff involved in her journey through the hospital, from the first point of contact through A&E off to CT scan and finally to vascular ultrasound. Every single person we encountered was polite and helpful and made this experience as easy as possible.

On our return home my mother commented that ‘at eighty I am staggered that the NHS care so much about me’ Sad, but unfortunately true following recent experiences elsewhere.

I do not remember the names of all the staff involved but particular thanks go to Alison Wright, Dr Sivakumar, and the lovely lady who took us from A&E to the ultrasound-what a star. However, this should not diminish the thanks to the nameless folk who also cared so much.

Thank you one and all.

August 2011 to January 2012



New! Winter 2012



“compliment every single staff member in the Elmstead day unit”

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.

August 2011 to January 2012



New! Winter 2012



“support staff were helpful and attentive and the ward was kept clean”

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.

Yours sincerely

August 2011 to January 2012



New! Winter 2012

“every member of staff, and volunteer performed their task with a caring attitude”

I am writing from home having recently been resident on Mersea Ward from 24-27 January.

I am fortunate to have had very little experience of being resident in a Hospital, in fact none that I can remember since 1959, but like many I have often heard stories of neglect, abuse etc. that the media seems to delight in delivering to us about many of the caring professions. Having had recent personal experience and also a chance to see the hospital staff working with, what I suspect was a good range of patient types, I thought I would take this opportunity to make comment!

Sadly I am unable to make much comment about the Anaesthetist, Surgeon, Theatre Crew or Recovery Room Team beyond that I was made to feel comfortable just prior to entering Theatre and came round safely in my Ward bed being blissfully unaware of all that had happened between the two events.

In my book this equates to perfect care and professionalism – in 1959 I remember extensive vomiting and great discomfort and am still haunted by the passing ceiling lights I observed in my drowsy state whilst on a hospital trolley.

In Mersea Ward, in which every area in which I arrived was spotlessly clean, (not always so as I left - sorry!), I was made to feel comfortable and cared for without being over-fussed – I would say that every member of staff, and volunteer with whom I came into contact performed their task with a really caring attitude and in a great professional manner, appearing to enjoy the “banter” which they must hear on a near daily basis and never complaining at being

asked to undertake yet another probably unessential task.

I am sorry to burden you with a further task but could you please extend my sincere thanks to all the teams (including those above) who had any part in looking after me:

- doctors,
- students,
- sisters, nurses and health assistants,
- cleaners, cooks and porters,
- tea deliverers,
- crockery collectors,
- washer upper-ers,
- volunteers from the Shop (Friends),
- chaplain,
- and all the “invisible” support staff who complete the administration, care for the grounds and keep the building in such good repair.

I do hope that I have not omitted anyone – if I have it is not by design or intention. I am grateful to them for their professionalism, for the time they have spent acquiring their personal skill set, and the fact that they are willing to disrupt their personal family lives in order to help and care for others often for far less financial reward than they deserve.

I hope that it will be a further 53 years before I need to be admitted to Hospital again, but if it is sooner then I will try to arrange that I attend Mersea Ward with its excellent staff and facilities.

Best wishes to all of you and thank you for my excellent care.

August 2011 to January 2012