

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 of the emails received in the past few months.



at our
best.

“a wonderful and positive engagement”

I am writing to you today to request that you convey my gratitude to your staff who attended to me after I suffered an injury and was admitted to your Hospital on 12 July.

Firstly, I would like to express my gratitude to Katerina who looked after me and Kayleigh who applied a plaster cast whilst in Accident and Emergency. They both were extremely professional, friendly and reassuring throughout my time there.

When moved to the Emergency Assessment Unit, I was tended to by Della and I believe, Raina. Again, both were a credit to your Hospital and the care they provided was excellent. Rupert Hay escorted to me for a CT scan and his manner and reassurance was most welcome.

Thanks also to the radiologists, in particular Mark V, who found the antiquity of my mobile telephone quite amusing. This helped to relax me and showed a wonderful and positive engagement with his patient.

I was then transferred to Layer Marney ward on 14 July until my discharge. Again all the staff were attentive, friendly and professional. Unfortunately, I do not recall all of their names but Sally, Dawn and Victoria were fantastic in their duty of care.

As I work as a Support Worker in a private hospital, I am aware of the need to treat your patients with dignity and respect in a positive and reassuring manner. Unfortunately, the media are very quick to remind us of the shortcomings in the service provided by the NHS. I am extremely pleased and grateful to be able to confirm that reports such as these were not indicative of my stay at Colchester General Hospital.

I would be grateful if this letter could be forwarded to the relevant departments as I know it is always good to receive positive feedback when you are carrying out a difficult and challenging role.

Yours sincerely



at our
best.

"can't speak more highly of him"

I am writing this e-mail to say thank you very much for the wonderful care I received as an Out-Patient in the Acupuncture Clinic with Dr Hayhoe. I attended his clinic for six weeks on Monday afternoons at Colchester.

He could not have been more kind, caring and knowledgeable Doctor, he gave me so much information and left me with a positive attitude to carry on with comments that he suggested.

The treatment that he gave me was of great relief for a few days where I was able to do a little more than I normally do, as I suffer with Bladder problems and Chronic Back, Pelvic and Right Leg Pain. Also when I mentioned I also suffer with IBS he also put the acupuncture needles in the appropriate place to give some relief from that too.

I can't speak more highly of him, and would recommend him to everyone I know who suffers with similar conditions that I do. I have already recommend him to a group I attend called Chronic Pain Lifeline and some have already seen him and agree with me entirely.

I would also like to thank the Healthcare Assistants that were in clinic with Dr Hayhoe too, they were all so welcoming, kind and caring too. I attended clinic on Mondays from 14th May until 25th June 2012 at 2.20 p.m.

Please can you ensure that Dr Hayhoe and the other staff concerned get a copy of this e-mail, as I really want them to know how much I appreciated their care.



at our
best.

“utmost friendliness, warmth and care”

I would just like to express my thanks and praise to all the staff.

On Tuesday evening of this week I came to hospital with a football related ankle injury.

I was treated with the utmost friendliness, warmth and care and best of all I was in and out of the hospital after X-rays and examinations in the space of 2 hours and the ankle was not broken!

Please pass on my thanks

God bless



at our
best.

“has now become a place that I don’t dread”

My Daughter has just been discharged from an 8 day stay on the children’s ward. Due to previous experiences at the hospital with my daughter I was apprehensive to say the least about her admission to the ward. I could not of been more wrong!

All staff were fantastic, the nurses especially. They were at all times caring and compassionate. I was always kept well informed on my daughters progress and the nursing staff were very accommodating with regards to her autism and ADHD. They were flexible with visiting so I could get a break when people could only visit after 7pm.

The hospital and the ward deserve a big pat on the back because it has now become a place that I don’t necessarily dread, and people will be quite happy to stay there.

I want to say a great big thank you to all the staff who helped look after her and made our hospital stay a nice experience, especially Naomi and Emma who never failed to make me laugh. And Donna who today did put up with me asking quite a lot “when can we go home”.

Massive thank you and well done to everyone.



at our
best.

“unexpected experience a most positive one”

I attended for what was planned to be a routine pacing clinic appointment on 21 June. That identified a very low voltage from the battery and, following discussions with the manufacturers, the decision was made that it be changed as soon as possible.

I was admitted to the emergency assessment unit overnight, the whole pacemaker was changed and a lead replaced the next morning and I was home again that evening.

I was very well cared for throughout my time at the pacing clinic, the EAU overnight, and the cardiac clinic and theatre where I was taken in the morning.

I'm also conscious of the care of others unseen in labs and kitchens. Staff of all sorts were friendly and efficient, I was kept informed of what was happening and I felt myself to be in safe and caring hands.

It truly was an outstanding service. Please relay my thanks and praise to all who helped make this unexpected experience a most positive one and let them know that they make the NHS something to be proud of.

Yours gratefully



at our
best.

“commitment and kindness”

I would just like to express my thanks to the A&E department for their commitment and kindness to my son, who presented himself Saturday night having had some cleaning fluid in his eye.

Fortunately after some tests were done his eye was ok, he is currently at University in Colchester so is living away from home, as you can imagine I was very worried.

Many thanks you do a great job.

Regards



at our
best.

“the care and dignity my mother received”

I am writing to thank all the staff on Brightlingsea Ward who cared for my mother following her admittance at the end of May 2012.

All the doctors and nurses on the ward were not only professional but caring and kind at all times and her care was excellent, although sadly mum passed away on the 3rd June.

As a family we would like to pass on our special thanks to Sister Soo for all her kindness, on that final day and the care and dignity she ensured my mother received to the end of her life, plus the support she gave to us on a very sad day.

Thank you



at our
best.

“she spoke clearly and directly to him”

I would like to give praise to a lady called Anita who is a cleric for Ophthalmology outpatients appointments.

I needed to call regarding my mother’s appointments and she was very helpful and polite.

Also my special needs son had physio recently after having had a dislocated kneecap. He saw Emma in this dept and I would like to say what a fantastic lady. During his visits to her, she spoke clearly and directly to him (not to me, as has been known in other places)

She praised him when he did well and things were looking better due to his hard work.

We no longer see Emma as he is doing well, but what a great member of staff!

I would also like to add that the reception staff at the physio dept are so friendly and helpful!

Yours Sincerely



at our
best.

“gratitude at the amazing care I was given”

I wanted to take the time to offer my apologies for being admitted due to an excess of alcohol and anti-depressants. I hate wasting people’s time and valuable resources that was certainly not my intention.

However, the purpose of this email is just to underline my gratitude at the amazing care I was given, the positive attitude from everyone who looked after me, and my awe at the service you all provide – a bloody hard and often unthanked job, but you manage to lace it with humour and concern.

I trust I will not experience this service again, rather that it goes to someone who really needs it.

But, I have to say, everyone whom I met deserves medals and HUGE pay rises.

Please can you ensure this email gets seen by all in the A+E assessment ward?

You truly have an amazing level of care and staff that are without equal.

I apologise that I have no specific names to give.

Once again, thank you for my treatment, thank you for everything.



at our
best.

"staff were so friendly from the top, down to the tea-lady and cleaners"

I am writing to let you know about the excellent service and treatment I have received from Mr J.C. Evans-Jones and his Gynaecology Team on Constable wing (Stanway Ward and operating theatre).

I was admitted for a major operation on the 30th April to remove an exceptionally large benign tumour (which I didn't know I had) on an ovary, the uterus the other ovary and appendix (all to be done in the same operation as at 69 years of age I really didn't need the unaffected organs).

I was really quite nervous of what sort of treatment I would get in the hospital having read so much bad press, although Mr Evans-Jones assured me that you specialise in good treatment of patients.

I am pleased to say the treatment was first class and all the staff were so friendly from the top, down to the tea-lady and cleaners. I was made to feel very welcome and important, by staff who were courteous and willing to answer all my questions.

I have since talked to a lot of people who have asked me how I got on and have passed on all my comments as above, to reassure them about a trip in hospital.

I have told Mr Evans-Jones that he has my consent to use my operation or my tumour in any way he wishes whether it is training, publicity, an example etc. (I gather it was the largest ovarian tumour he has removed for 15 years, weighing 7 and a half kilos. I nick-named it 'my space-hopper').

I am almost completely recovered now.

I am also grateful that he suggested removing the other organs because it seems the Histology staff found traces of a few malignant cancer cells in the uterus which we were totally unaware of, which had also been removed in the operation, follow-up checks have been arranged, so I suspect his decision had basically saved my life, in more ways that we originally thought.

So once again I would like to thank you for having such wonderful staff.



at our
best.

“impressed by the caring attitude displayed”

At 3am on Tuesday 29th May my husband was taken by ambulance to A&E suffering from atrial fibrillation.

We went from there to EAU at around 7am and eventually on to Dedham Ward in the afternoon. In every case we were received courteously, despite staff being under obvious pressure from a high work-load and some very challenging patients. The attention to detail and professionalism was very reassuring – a particularly important factor when faced with a frightening situation, as we were. When we left the hospital at around 7.30 pm, we encountered Dr Gordon Coutts, whom we recognised, and we took the opportunity to praise his staff. He too treated us with courtesy, despite having been unexpectedly accosted by us on his way into the hospital – still at work, no doubt – and we don't want to leave him out of this list of commendations!

Everyone we met was terrific, medical staff and others, but special appreciation goes to Mandy on EAU (sorry, I didn't get her surname). She provided much-needed comfort to us after our sleepless and worrying night while continuing to demonstrate the patience of a saint in dealing kindly with some very confused elderly patients who were already in her care. We would also like to mention Sarah Sands on Dedham Ward who was doing a difficult job under very trying

circumstances and yet still remained calm and professional, taking time to talk to us and answer our questions before we left.

I would add that we have a relationship with CHUFT which goes back a few years; I am a bowel cancer patient and the care I receive from the colorectal team is second to none. Dawn Stiff, CNS in that team, provided support to me on Tuesday, recognising that her patient needed care even though the illness was not mine. What a star!

Every time we come into the hospital (and that's quite often) we are impressed by the caring attitude displayed by everyone we encounter and in our view the efforts you are making to listen to the patient perspective are outstanding. In over 5 years I have only had one negative experience – pretty good for such a large organisation. My husband will require more treatment and we look forward to receiving the same excellent level of care; such a relief.

One final comment – also expressed to Dr Coutts – is that you need more of these wonderful people. Who do we contact to lobby on your behalf for more resources? Just tell us where our words will be most effective and we will write!

Thank you all.



at our
best.

“a really important memory for this little boy”

I'm writing to say a huge thank you to Peldon Ward, who were absolutely fantastic when I brought a very vulnerable little boy from the school where I am head teacher, to visit his dad.

I had phoned to say we were coming and since this is the first time in five months that he has seen his dad, we were concerned about how he would handle this.

We were given a very clear picture of how his dad was, and when we arrived, we were greeted by the occupational therapist, who talked to the little boy to prepare him. We were then taken through to visit, and arrangements were made for this to be comfortable for everyone. Several staff checked that we were all OK and his dad was clearly being very well cared for.

His dad has since sadly died, so this was a really important memory for this little boy. The staff are a credit to the hospital.

We visited three more times and each time we were greeted by friendly staff, who were clearly managing his dad's significant needs very well.

Please pass on my thanks and complete admiration to all involved.

This ward is a credit to the Trust.



at our
best.

“I was in the hands of people who cared”

Following an unexpected atrial fibrillation “episode” at my home, my wife called the ambulance service and I would like to send an unqualified “thank you” for everything that subsequently happened.

From the arrival of a paramedic in an ambulance car, through admission to the hospital via A&E to my arrival at Dedham Ward on Friday, 4th May, to my subsequent discharge, now equipped with a pacemaker, on 12th May, every aspect of my care was exemplary. The nursing staff, from those in charge right through to the student nurses on the ward. All of them went about their duties with every sign of dedication and good humour, an attitude which, I am sure, contributed greatly to the comfort of the patients.

It would be invidious to single out anyone in particular but I would certainly like to thank the Nurse in charge of the night shift when I suffered another episode (dizziness and fainting) in the corridor very early on the Saturday morning. Her quick action in getting me back to my bed and then moved to the close monitoring bay was very comforting to one who was not very sure of what was going on!

I can also say that the implantation of a pacemaker in the Elmstead Suite also went very well, and I wish to thank all the staff there as well for the way in which they looked after me.

A stay in hospital can never really be considered as a ‘holiday’, but I really did feel that I was in the hands of people who generally cared about the outcome of my case and, of course, all of the others in the wards under their care.



at our
best.

“attention and kindness”

I am just writing to thank your staff for their attention and kindness to my mother this week when she was rushed into the A&E after collapsing at home.

She has had blood and urine tests, several blood pressure checks, ECGs and an X ray, all in the space of 2 days.

New drugs were prescribed and at the moment she is feeling much better. I hope very much the improvement continues.

I hope you can pass our thanks on to the staff in A&E, EAU and Tiptree ward.

Thanks again.



at our
best.

“treated with the care a child needs, but was not patronised”

I would like to express my thanks and to compliment the staff and care my son received on his stay at Colchester General Hospital.

He arrived at A&E on Monday afternoon (21st May) with a broken leg.

From there he was transferred to Children’s Ward and seen by and operated on by Mr Shivshanker and his team. The physiotherapy and plaster teams were also involved. All teams showed exceptional professionalism and care to my son.

He was treated with the care a child needs, but was not patronised.

All teams were also very respectful and professional to my husband and I. They made an extremely traumatic experience easier to cope with. Thank you again.

Kind regards



at our
best.

“deserves recognition for his lovely approach to his patients”

I was a patient on West Bergholt ward.

I was given physiotherapy by Andy Rowlands – what a brilliant individual he is! He was so kind and caring to all the patients, especially the elderly on the ward.

One example was an elderly lady with head and neck injuries.

She was sat next to her bed in a high-back chair, totally unsuitable for her, and Andy tried other wards to find her a more comfortable chair with an air cushion, which he did! The lady was crying with relief at the difference it made.

He spoke so gently to us who were having physio, and it encouraged us to try and do the exercises for him as well as ourselves.

He deserves recognition for his lovely approach to his patients.

I'm sure you will pass on my appreciation for his care whilst I was in Colchester Hospital.



at our
best.

“I was put at ease straight away”

Yesterday I attended Out Patients for 8.20am scan, 8.40am x-ray, and 9.45am cystoscopy.

I arrived at 8am and was seen almost at once and left the hospital at 9.30am, having found out all was well. Thank God.

I felt I had to let you know that the staff were all so friendly and efficient that I was put at ease straight away.

The NHS and hospitals get so many complaints.

I thought a bit of praise was due.

Many thanks to all.



at our
best.

“I knew that all the team were there for me”

I came into the hospital about four weeks ago to have part of my bowel taken away. I was under the care of Mr Arulampalam and his team.

Firstly I have never before felt so cared for and at peace and I knew that they really did care I got a bad infection and had to go back in.

The support I got from the sister and Wivenhoe staff was fantastic. While I was in with the infection I also got abdominal wall abscess and had cellulites.

The care and treatment I got for that and am still coming to hospital for changing of vac dressing was, and still is, 100 per cent care and kindness.

Jane Hendricks has been like a angel to me and I don't know how I would of cope with certain things without her.

I also found out that I had secondary breast cancer and I knew that all the team and Mr Arulampalam and Jane Hendricks were there for me and still is if I need them.

I'm not very good spelling or writing a letter properly, but I have had a thank you put in the Colchester paper as well as the Walton Frinton and Clacton Gazette as you get complaints, but not enough praise.

Thanks once again.



at our
best.

"A huge thank you"

Thank you to the Clacton and Colchester Obstetric, Gynaecology and Maternity Teams

We would like to say a huge thank you to the wonderful team of people in your Colchester and Clacton hospitals, for the safe arrival of our son born in April, who without their fantastic support we would not have been blessed with.

In particular we would like to thank the following key individuals who made the last 3 years much more bearable, and most importantly helped us to continue to hope and achieve our dream of having another child, which also gave our daughter the wonderful opportunity to finally be a "big sister".

Fiona, our midwife at Clacton over 2 years ago (now in your Colchester clinic) who supported our family through the worst time of our lives when we lost our baby at 22 weeks of pregnancy. She looked after us all, ensured we saw the right people as quickly as we possibly could and in the end cried with us as we lost our most precious daughter. Fiona is a wonderful person and we are so glad and thankful that she came to us again when we were in the last stages of our baby boy's arrival. Fiona who had been through the worst with us and who appeared out of the blue as she had been keeping an eye out for us, is a real credit to you. Once again she said all the right things, gave us the support we needed and made us smile again at exactly the right time. Fiona you'll never know how pleased we were to see you that morning and how your visit and complete understanding of what we had been through in the past, and where we were at that day helped us to carry on and safely give birth to our Ben.

Julie and the team of midwives at Clacton Maternity who saw us come and go over 3 years, but always helped us not to completely give up hope even when things went so wrong. Julie, Karen and Clarissa in the Early Pregnancy Unit, who all provided clear, precise information to us quickly and professionally, answering all our questions and making sure we did not have any extra stress of having to wait to find out what was happening or what we needed to be done. During our miscarriages, scans and the Turners Syndrome we always understood what was going on thanks

to them and no matter how bad it got you all made it more bearable.

Mr Eddy and Mr Whitlow who again at all times gave us clear information and also gave us answers to all the questions we had and more. You put our minds at rest on a lot of "what ifs" and didn't give us false hope, but gave us the knowledge that we could carry on and that it wasn't necessarily the end for our hopes of family.

Christine in the Rosemary Suite who as a midwife we now know has the best and worst of jobs, but at all times supported us and got us through what needed to happen. Even on the worst day of our lives, you left us with hope and a thought that saw us through "might see you in happier circumstances in 2 years time, it often happens that way" and she couldn't have been more right, almost to the day. Our son was 12 days late and returning to the place for his arrival where we had our saddest times was not easy, but from the moment we arrived all anxious Gemma made sure we stayed as safe and as calm as possible. Mervyn was extremely clear on what would happen and a real tonic to the situation (you were right the ball helped a lot!) and Louise kept a watchful eye on baby and I through most of the night making sure we were monitored regularly and stayed safe.

Also thank you to Gillian who dealt with a "screaming banshee" of a woman ready to give birth and express delivered me to the delivery suite. Thank you for putting up with the yelling and getting me there super quick, plus handing over so quickly and calmly to Harriet in Delivery Room 1.

Harriet in the delivery room was the final icing on the cake and deserves a big thank you. She was decisive and clear, managing to bring calm and order to a "crazy woman" within minutes. She made the extremely quick delivery so much easier and provided a very safe pair of hands into which our new baby boy arrived.

Your team made all the difference and gave us back our hopes and dreams.

Thank you from the bottom of all our hearts.



at our
best.

“kind and calm”

I wanted to write to you to say that I received the most caring help on Tuesday 24th April, around mid morning from your A&E staff, after falling and later found I had suffered a compressed fracture to my back.

All your staff who helped me that day were so kind and calm which for me that was so important at the time as I was very frightened.

Particularly the Doctor in charge was so kind, she was very concerned and went out of her way to check on me.

I just wanted to also say the ambulance staff were honestly amazing, and I hope to thank them also when I can find out who to contact as I have no names to know where to send a ‘thank you’ to.

I don’t know which station they would have come from the only clue I have is that one of them mentioned he lived in Walton which is not far from where I live.

Could you please pass my thanks on to your staff.

Kind regards



at our
best.

“I cannot express my gratitude enough”

I would like to thank, all the members of your staff who attended to my wife on her recent stay in your Hospital.

The care she received was second to none. Special thanks to Consultant Mr G R Wynn, who was absolutely great. He made her feel very special.

Thanks also to the staff in Mersea Ward from the young lady and man who gave out the meals to everyone of the nursing staff – they were all superb.

I cannot express my gratitude enough for all the work they did.

Thanks again

Regards



at our
best.

“not at all bad”

I would like to express my thanks to Staff in the A&E department for the service I received on Monday 16 April when I came in with a broken finger.

The waiting time was not at all bad, the triage Nurse and radiographer were excellent, and Dr Evans your A&E Consultant was amazing!!



at our
best.

“Every single person has been kind, polite and exceptionally caring”

I was a day patient in December last year for a hernia repair.

Having now attended the hospital with my wife as she has broken her wrist, I felt moved to write and compliment you for the incredibly high standard of your staff.

Every single person we both have seen has been kind, polite and exceptionally caring, and has made us feel at ease.

I know that it is a “national pastime” to moan about the NHS, but here in Colchester particularly I believe we have the finest health service in the world.

Also, the treatment we have both received has been of an incredibly high standard.

I had a hernia repair 25 years ago, and the difference this time was staggering – last time I was in bed for a week, this time just occasional mild discomfort.

Once again, many thanks to all your staff, they are an absolute credit to the NHS.

Kind regards



at our
best.

“expertise and patience”

I don't usually do things like this, but my recent experience has compelled me to put in writing my thanks for sorting out my very broken wrist.

I am a typist for a living, so my wrist is my livelihood. Having fractured it, I was devastated, but all of the staff at Colchester from A&E to Elective Care and my operation to the support I received afterwards was superb, even when I was trying to be obnoxious (it was the waiting of course)!

Four weeks after fracturing my wrist, I am looking at it now, without a cast, without a bandage and able to work. It's not very pretty, but will be fine once it has settled down and the operation to put a plate in my wrist was well worth it.

Thank you all so very much for your expertise and patience – the lady who brought me an egg mayonnaise sandwich and cup of tea after my operation is also a hero!

With kindest regards.



at our
best.

“it couldn't have happened to me in a better place!”

I just wanted to drop you a line to let you know how I found the service when I was admitted to the stroke unit on Easter Monday.

I was visiting relatives in Colchester over the bank holiday weekend and was due to drive home to Wales but woke up with blurred and double vision and an inability to walk, let alone drive, so was feeling a bit panicked! My dad took me to the walk in centre, where we waited for about an hour – which considering how busy the place was, we didn't think was too bad.

An ace doctor saw me, treated me like a human being whilst checking me out thoroughly, and sent me with a letter over to A&E.

Was seen within 20 minutes by A&E medical doctor, nurse and stroke co-ordinator in the resus room – as didn't realise until then that having a stroke was even a possibility.

They were brilliant – again, a thorough checking out, before admission to the Stroke Unit.

I really can't fault the care or attention I received from the many people involved in looking after me over the days that followed – from the assistants who made tea and brought me (edible!) food, kept the place spotlessly clean, porters, to the nurses of all grades, MRI team, doctors and consultants from the stroke and neuro teams who tested, explained and cared for me all week.

At 38 I guess I'm pretty young to have had a stroke and compared to some of the patients, got off very lightly.

Which made me acutely aware of how hard the teams work to care for vulnerable and older people on the ward who have really suffered some serious damage to their mobility and ability to look after themselves.

They do all of this with immense sensitivity, and a sense of humour, both of which I benefited from and which got me through a big shock and a difficult week.

I just wanted to thank them all formally through this process and compliment the hospital on the service and the quality of the people that work for it.

I'm happy to say that as far as having a stroke goes, it couldn't have happened to me in a better place!! Huge thanks.



at our
best.

“At Our Best – yes you are”

At Our Best – yes you are! Although a former member of staff, it is only recently that I have ever had to use services at Colchester General Hospital following a fall in the street.

Since leaving the Trust about a year ago I have kept in touch, via public membership and your website, so am aware of your significant campaign to improve the patient experience.

From the time I accessed the healthcare system via your partners at the Fryatt Hospital MIU to discharge last Saturday I received outstanding professional care.

Even for such a relatively small incident I received care from far too many of your staff to thank individually, but I was very impressed by the staff on Aldham Ward, who despite having very high dependency and elderly patients nursed everyone with real care and consideration.

Thank you



at our
best.

"a first class service"

There has been a series of articles in The Independent newspaper about the declining standards of nursing in British hospitals.

Reading them caused me to think again about the excellent care I received two years ago, when I was a victim of the ice and was a patient in West Bergholt ward.

Not only did I receive a first class service, both as an in-patient and as an out-patient, but I also observed several very elderly patients also receiving exactly the same skilled, kind and dignified care as me.

It must be demoralising for people who are obviously working so hard to provide good nursing (and other) care to come under such criticism.

And I am sure that it is justified in some cases.

I did write at the time, but now, two years later, I would like to reiterate my appreciation of the care I received at Colchester Hospital.

I shall always remember it with gratitude.

Thank you.



at our
best.

“staff were friendly, informative, and accommodating”

I have nothing but praise for the staff at Colchester hospital when I had my first baby in February 2010.

I had a very difficult pregnancy and suffered with severe SPD for a long time during it. I was on crutches and had to have regular visits to the physiotherapist. I was also admitted into the hospital for 9 days prior to my baby being born via emergency c-section due to severe abdominal pain and a ‘slow’ labour onset. The staff were friendly, informative, and accommodating – nothing was too much trouble no matter how busy they were... and they were very busy.

My only constructive feedback was that we feel if a scan or some other action had been taken during my 9 day stay, they may have known sooner I would have had to have a c-section (baby’s cord was wrapped round his neck a few times and they said this was likely to have caused him not to have been born naturally) and I wouldn’t have had to then go through 25 hours of labour. That said, this to me was only a minor ‘glitch’.

I am due to have my second baby in November this year. I am hoping that I get the same wonderful treatment as before from your kind and caring staff.

Regards



at our
best.

“the respect and empathy shown to us as a family was outstanding”

I would like to take this opportunity to thank all the staff in the Gainsborough stroke unit who looked after my father after he had his stroke.

The caring and compassionate way in which the nursing staff, without exception, helped Dad throughout his stroke and his passing was exemplary.

The standards of nursing along with the respect and empathy shown to us as a family was outstanding.

On behalf of my siblings I would like to thank you all for your kindness, hard work and dedication.

Many thanks



at our
best.

“advice, compassion and treatment was world class”

My dad sadly recently died of Leukaemia, however was treated first class by the support network starting with the staff at Turner Road Haematology and I hope you will pass on my thanks for their service and compassion during his day stays there.

Even though he was battling an incurable illness the staff at Turner Road made him feel safe and valued, and treated him separate to his illness.

I cannot thank them enough and wonder if there is a way I can give back through a charity at the department as I know this would mean a lot to my dad to give back to what he had received.

Many thanks again to the NHS and the staff at Turner Road Haematology – your advice, compassion and treatment for my dad during his time here was world class.



at our
best.

“they should all be applauded”

I would like to compliment the staff working on the assessment unit Bay F on Friday night – Elijah, Jane and Saturday night Girls who I am sure did not stop all night and especially the young man who’s name sadly escapes me on Sunday morning (must be the pills).

He was so kind and gentle with the older ladies on the ward and kept me updated on my discharge visit from Doctor letters and appointments.

The porter Scott ? and the ladies serving drinks and meals.

I did not see one sour face, all were so pleasant cheerful and helpful.

Staff both on the unit and in A&E kept me informed of my friend injured in same accident they should all be applauded.



at our
best.

“treatment could not have been better”

I was admitted to A&E as an emergency on Thursday March 16th, much to my surprise I was diagnosed with complete heart block.

I received nothing but excellent care from my arrival until my transfer to Dedham Ward.

Darren was the charge Nurse in the 8 bedder and my treatment could not have been better from him or any of the staff on duty that night.

Seeing the care from the “other side” really confirmed in my mind that Colchester is the place to be if taken ill.

It also showed that when the chips are down, its the Health service at its best.

Please pass on my sincere thanks to all concerned I will also write to the chief exec and senior nursing.

Thank you all again.

Ex nursing sister



at our
best.

“helpful, friendly and caring”

This is an immense thank you to Mr Sanderson who performed my hysterectomy on 14.03.12 – please pass on my thanks to him and also to Dr Totton.

Their care, expertise and of course knowledge & experience were all very much appreciated – I just cannot thank them enough.

Also a big thank you to all nursing staff who again were so helpful, friendly and caring.

I can honestly say that the worse part of my stay was that I didn't sleep at all the night after my op because someone close by was snoring for England! However, even that really didn't worry me but I was very tired the next day! Also, thank you to the catering staff, the food was good and the cups of tea too.

Again, thank you all very, very much for all your care and assistance – I am recovering well and feeling fine.



at our
best.

“an eye-opener”

Further to the GP referral, yesterday my sister and I brought our frail and frightened Mother into the EAU unit for assessment and tests for the symptoms of jaundice.

It is always an eye-opener to see how medical staff deal with the constant stream of people in distress; for our part we were very grateful for the excellent care given to our Mother and in particular would wish you to thank Dr Sarah Murphy and Nurse Practitioner ‘Debbie’, not only for their excellent care and sensitivity with Mother, but also the way in which they understood the delicacy of our Mother’s visit and were able to arrange for appropriate tests, without the need to either admit Mother or bring her back today, which would have been so very stressful for her. When you have such a busy schedule, to show such thoughtfulness in communication to a frightened and confused patient, is a skill deeper than all the training you can give.

Clearly there is a full team involved in the care and assessment process and it was noticeable how the team worked together for the care of the patient. Please ensure our thanks and gratitude are passed on accordingly.

With best wishes and also on behalf of my sister



at our
best.

“apprehensive after hearing so many terrible stories”

I was admitted to Colchester General Hospital in October from the walk in centre to the EAU. I have nothing but praise for the doctors & nurses. Everyone that I came into contact with was nothing but kind & caring. I am lucky that I've never had to spend time in hospital & was apprehensive after hearing so many terrible stories about the NHS hospitals. Within a day or so I was then moved to Brightlingsea ward where again the staff all worked very hard but still finding time to chat & reassure the patients.

I was then a day patient on the Elmstead ward at the end of January when I came back to have an operation to remove my Gall bladder. Again a ward with kind caring nurses. Unfortunately I was unable to go home the same day as I hoped. I was taken to Brightlingsea ward where I'd been for five days in October & was surprised that some of the nurses remembered me, showing that as patients we are not just a number.

Only three weeks after my operation I then found myself in A&E after falling down the stairs with a suspected broken foot luckily it was just badly bruised. Again though I couldn't fault the hospital or its dedicated staff !! I'm hoping that's me done now with hospitals for a while but would just like to say Colchester Hospital keep up the excellent work people are always too quick to moan & we don't often hear about the outstanding work done in our hospitals.



at our
best.

“medical staff in the Emergency Department were exceptional”

I write to record my thanks to you and the Staff in the Emergency Dept and Cardiac Ward following a second inpatient episode on 22nd February 2012.

I found the staff in the Cardiac ward and the Emergency Department attentive and helpful during my stay and again found that nothing was too much trouble to them in relation to my care.

In particular I would like to record that the medical staff who looked after me in the Emergency Department were exceptional, especially the Polish Doctor who was kind and considerate.

I would be grateful if you could pass on my thanks to all those concerned.

With regards

Yours sincerely



at our
best.

“enabled Dad to pass away pain-free and in a dignified manner”

On behalf of my family I'd like to thank the staff of the Emergency Assessment Unit and Tiptree wards for the care and consideration shown to us all during my Dad's final stay in hospital last week.

The kindness and thoughtfulness of the doctors and nursing teams helped us get through this most awful experience.

My Dad finally passed away in the early hours of Saturday morning having been in a coma since Thursday and us knowing there was no hope of recovery.

The hospital staff made it possible for us to remain with him till the end, supported us and enabled him to pass away pain-free and in a dignified manner.

The media often portray the NHS in a poor light but they forget Health Service is made up of people who can make a difference.

Thank you



at our
best.

“thanks to all the staff who looked after me right from the moment I arrived”

I was in the emergency assessment unit from Friday March 2nd to Sunday March 4th and I wanted to give my thanks to all the staff who looked after me right from the moment I arrived.

I would like if possible to say a special thank you to the staff nurse who was on duty from 20.30 Friday to 8.30 Saturday and I think again 20.30 Saturday to Sunday but this time she was on a different part of the ward so didn't get the opportunity to say thanks to her, I think her name was Laura H but I'm not 100% sure.

I was in for cellulitis for my left leg and had a huge golf sized blister on it.

If you could please pass this along I would be most grateful.



at our
best.

“changed my opinion towards the General Hospital”

I had an operation on sat the 18th of Feb in Mersea Ward, I had an amazing experience during my stay in this ward.

I stayed over the night, I felt completely at home, nurses were so kind and friendly, they were concerned and dedicated towards my pains.

Everyone including general staff and dinner ladies were polite and helpful. Specially Nurse Kate (day time shift).

I was specially surprised because 3 and half years ago I had a traumatic experienced in the Maternity ward, but this couple of nights changed my opinion towards the General Hospital.

Thank you for your time.



at our
best.

“made my experience an easier and pleasant one”

I would like to start by thanking everyone that I have come into contact with since the 4th November 2010 after being diagnosed with Breast Cancer.

I was referred on to the Breast Clinic for examination and diagnosis. All nurses and doctors were extremely helpful in the mammogram / x-ray and biopsy dept. Not a pleasant experience but I was very well looked after and made to feel comfortable with each step being explained clearly. I even had the additional support of having my hand held in the biopsy room and at times even had a chance to have a few laughs. To me that was comforting and supportive especially in a situation which was completely alien to me.

The Consultant I was referred to, Dr Chandra, and the Breast Nurses, Jo and Angela were extremely helpful. Although at the time everything seemed to be a “haze” looking back all information was explained thoroughly, clearly and sensitively. At no time did I feel unable to approach or ask questions of concerns that I had.

I would like to thank Dr. Chandra all Doctors, Nurses and staff on the Stanway Ward who looked after me during my short stay. I was made very comfortable and was very well looked after.

Finally, I would like to thank Dr. Murray/Dr. Basu and all Nurses within the Radiotherapy Unit who dealt with my radiotherapy treatment. I found everyone approachable, extremely helpful and friendly. Again, I even had the opportunity of a few giggles and laughs in a situation which started off quite “scary”.

Whilst I would not recommend a diagnosis of cancer, I would almost certainly recommend the high level of care and the service that I received as a patient; it certainly made my experience an easier and pleasant one.

Thank you all very much



at our
best.

“extremely friendly and helpful”

I would like to express my gratitude for the help and support from the Renal Unit at Colchester.

I was recently diagnosed with end stage renal failure and given options of dialysis or conservative treatment.

I decided for conservative treatment.

The staff have been very supportive and helpful with lots of advice.

They put me onto the Renal Dietician who phoned and talked to my wife about a proposed diet for over an hour.

I cannot express my thanks enough over the way everything is being dealt with.

Dr Scerep and his team are extremely friendly and helpful and are always available for phone calls and enquiries.

Again many thanks



at our
best.

“put me at ease when I was very nervous”

I visited gynaecology outpatients this morning (15.2.12) to have a Hysteroscopy.

I would really like to compliment and thank the team of wonderful ladies who looked after me this morning.

Miss Kadva took the time to talk me through everything and really put me at ease when I was very nervous.

The procedure was accurately described to me and I found this settling.

The nurses, Suzan and Barbara, (hopefully names are spelt correctly) looked after me very attentively and they all kept me informed throughout the procedure.

I felt completely reassured and cared for and although I found the procedure itself uncomfortable, this team couldn't have done more to look after me.

Big thanks to all 3 of them!

Many thanks,



at our
best.

“care has been second to none”

I was in your critical care unit in January 2010 for four weeks with pneumonia, strep A, flu and pleurisy.

Although I cannot remember most of my stay, the time I can remember I was cared for very well.

To prove this I returned to full time work after only six months.

The after care I have received and am still receiving have been second to none.

I would like to send my thanks to everyone for my excellent care and treatment.

Thank you once again.



at our
best.

“greeted with friendly & smiley staff”

Just a quick message to express my appreciation towards the Elmstead Day Unit. From the moment I walked in, I was greeted with friendly & smiley staff.

I'm 17 and I have never been put to sleep before, so the thought of going under general anaesthetic really scared me. However all members of staff on the unit we're reassuring and very caring.

I hope never to return to the hospital again (but if I ever do) I know I'll be in safe hands.

I would just like to say a big thank you to everyone who made me feel so welcome and comfortable, and an even BIGGER thank you to the surgeon's who fixed my nose for me!

I now have a normal/non-wonky nose!

:)



at our
best.

“can only be described as excellent”

Visit to Accident and Emergency Saturday 4th February
7.00pm

Just a line to say that the service we received when we attended A&E with my mother-in-law can only be described as excellent.

She had a fall on Saturday evening, when we arrived in Casualty the reception staff were welcoming and efficient.

We were fortunate in that we were the only people waiting and within three or four minutes we were invited into the Triage Room.

Both the Triage Sister and the Doctor were extremely thorough and very empathetic.

Apart from identifying possible injury spots and ruling out where appropriate, they diagnosed a possible blood sugar level problem which is to be followed up by her GP.

If you were able to pass on our thanks to the staff of A&E it would be much appreciated.



at our
best.

“so good & kind”

My wife had to attend A&E on 9/2/12 at 11am because of a fall she had on the ice.

I just can't praise the hospital staff who attended my wife as it was the wife's first time being in hospital and she was very nervous.

Your staff, especially nurse "Cordelia", & "doctor huff" (I think that was his name).

We both just can't thank you enough, [even though] there was a very abusive man in there & [yet] they still attended to him.

My wife had a broken wrist, they were so good & kind even the young ones.

Thank you, thank you.



at our
best.

“even impressed by the catering”

I was diagnosed with bladder cancer in December 2011.

My treatment by the urology team was fantastic, in fact my whole experience with the hospital was perfect.

I include the medical teams, nursing staff, and everyone that I came into contact with.

I was even impressed by the catering.

Today I had my follow-up outpatient meeting and feel confident that my treatment is successful.

Thanks to all

A most rewarding experience.

Keep it up!



at our
best.

"compassion, expertise and passion"

During the month of January I was admitted to Layer Marney Ward, under the care of my Consultant, Dr. Gulati. I am writing to comment on the excellent care that I received from Dr. Gulati, all the nursing staff on Layer Marney Ward and also three young Registrars that I believe are on Dr. Gulati's team – Lara, James and Hamish. The treatment I received was second to none and it was an absolute pleasure to see the compassion, expertise and passion for their profession that all the people involved in my care displayed.

Unfortunately, shortly after my discharge I was readmitted to the Emergency Admissions Unit for a further 5 days. Although I did not see Dr. Gulati during this time, I did see Dr. Hawkins and also the above-mentioned excellent young Registrars, plus another Doctor, who I believe is Dr. Ali. Again, I received excellent treatment and was treated with a great deal of medical excellence and dignity, which resulted not only in my recovery but also filled me with confidence that I was under the care of professionals whose only aim was to get me home and well again. As you are probably aware, the Emergency Admissions Unit is an extremely busy part of the hospital. For two nights during my stay on this unit, the Registrars were James and Hamish who appeared to be working around the clock. Despite the long hours that they were putting in, they both displayed great patience and compassion to those they were treating, along with what I am sure was excellent medical knowledge.

It is never nice to be poorly enough that a hospital admission becomes necessary, but I feel that I have been mightily blessed to have received such wonderful care from the Consultants and also from the next generation of doctors in the form of these exceptional young Registrars. They are the cream of their profession and living proof of the excellent training they have received from all the Consultants involved.

I would also like to add my sincere gratitude and thanks to the slim, dark-haired young Matron in EAU who not only took the time to listen to me, but also managed to sort out a few concerns that I had. She epitomises everything that most people feel about Matrons – order, cleanliness and professional pride. It was a pleasure to meet her.

Please pass my sincere thanks on to all those I have mentioned. I know that Colchester General has come in for more than its fair share of criticism over the years, but I am more than delighted to take the time to speak of the excellence and professional care that I have received. A huge pat on the back to everyone. You should be exceptionally proud to have such people working at your hospital.



at our
best.

“Words can never express how grateful the family feel”

I wish to thank all the ward sisters/nurses who looked after my mother who was in hospital between 23 December 2011 till 5 January 2012 and 8 January 2012 till peacefully dying on 10 January 2012.

She was in Dedham Ward and finally Birch Ward.

My mother had always had a fear of hospitals, but the kindness she received from all staff was very special to us.

Nursing her was not made easy as her sight and hearing were both deteriorating.

On 10 January 2012 Mum was moved to a side room so as to have more privacy.

This was really appreciated.

Mum passed away later than evening whilst we were with her.

Many, many thanks to all staff and especially the nursing staff. Words can never express how grateful the family feel.



at our
best.

“I mattered as a patient”

On 28th June I had my second baby, Harry Shears, at Colchester General by planned caesarean section. I am writing to let you know that I thought the care I received was excellent. In particular I would like to thank the anaesthetist, Kate, and her assistant Kirstie, both of whom did a fantastic job of making me feel calm and relaxed, and that I mattered as a patient. I couldn't have asked for a better team in theatre and recovery.

I would also like to compliment the midwives on the maternity ward who were all so caring, despite being extremely busy. In particular it was Paula who really looked after me.

After having a terrible experience delivering my first baby at Colchester General, and subsequently complaining about one of the doctors, it was refreshing to receive such a consistently high level of care. This delivery was a really positive experience compared to the last.

I would appreciate it if you could pass my thanks directly to the staff I have mentioned, they really made a difference to me at such an important time.