

at our
best.



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.



“We did not have to wait very long and the staff were all very pleasant and attentive and happy to answer any questions.”

I would like to comment on the positive experience that my partner and I had this morning at the **Elmstead Day Unit**. My partner had come in to have two wisdom teeth removed. We did not have to wait very long and the staff were all very pleasant and attentive and happy to answer any questions. The ward was also very clean with good facilities.

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“We wanted to send this, particularly in light of all of the negative press in recent weeks... [which] doesn’t paint a true reflection of the depts and wards we encountered at the hospital.”

I, on behalf of both myself and my wife, would like to feed back our sincere thanks and gratitude to all of the **staff in the neonatal unit, delivery suite and Lexden wards** for the **maternity departments** at Colchester Hospital.

My wife was admitted for induction in February and kept in Lexden ward until she was sent down to the delivery suite [two days later] – the day our daughter was born. The care she received was brilliant, with the only slight complaint being that the staff seemed very pushed for time and short staffed (although I understand the dept was very busy at that time).

My wife had complications with the delivery of the placenta, resulting in blood transfusions, fluid drips & antibiotic drips but at all times the care she received was attentive, timely and caring. All of the staff involved in the safe delivery of our daughter were amazing and we cannot thank them enough for their help.

Our daughter was born with a cleft lip & palate (of which we were already aware) and also had the added complication that my wife suffered with gestational diabetes so was rushed off to special care in the neonatal unit for observations and nasal tube feeding. In total she stayed in the ward for 1 week – firstly being in special care, then nursery care and finally our care as we were given access to a

family room within the unit; something that was massively appreciated. At all times during this difficult time the nurses were brilliant with both us and her; always willing to help and offer advice, while at the same time trusting & encouraging us to understand her and care for her. There is not one member of staff in this team that we could have any fault with, including the **housekeeping staff** – all were courteous, willing to help, friendly, encouraging and warm to us all.

It was daunting leaving the care of the **neonatal unit** staff, however we feel indebted to them all for giving us the best possible training and start to caring for our daughter.

We wanted to send this feedback to the hospital, particularly in light of all of the negative press that Colchester has received in recent weeks and because in general we feel that people are quick to criticise and slow to praise – something that certainly doesn’t paint a true reflection of the departments and wards that we encountered during our time at the hospital.

Kind regards and sincere thanks.

* This compliment was received by email between August 2012 and February 2013 See more on our website: www.colchesterhospital.nhs.uk/praise.shtml

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“She had been prepared to ‘go the extra mile’... I’m sure that none of this care appears on her job description”

Full marks to the very kind and helpful receptionist in the **Elective Care Centre** (opposite the restaurant). On Friday she kept my Dad and I informed about delays and defused what could have been a very fraught time. She was also very efficient and on hearing that I had carelessly left my Kindle in the reception area quickly restored it to me. She had been prepared to ‘go the extra mile’ and ring round to see who it belonged to. I’m sure that none of this care appears on her job description or is included in target setting. Please thank her and the rest of the staff for their kindness.

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“I received nothing but the utmost courtesy and care. Every stage... was explained, the Surgeon introduced himself and checked I was ready, the nursing staff did everything they could to make me comfortable afterwards”

With all the negative comments that appear to be the main subject of so many Newspaper headings, may I take this opportunity to express myself with regard to the Excellent Treatment I received on Friday February 15th in the **Elmstead Day Unit** for Hernia Repair Surgery. From the time I arrived just before 7-30 in the morning to a smile at Reception, through the whole day I received nothing but the utmost courtesy and care. Every stage of the procedure and exactly what was involved was explained, the Surgeon introduced himself and checked I was ready, the nursing staff did everything they could to make me comfortable afterwards and on discharge ensured I was ready to come home, I feel fine now but all thanks too to your marvellous staff. Well done.

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“the attention she received in EAU from lovely nurses and then on Birch Ward and also a very kind nurse in the ultrasound department. A very positive experience to offset the negative stories sometimes heard.”

Just to say how impressed we were with the treatment my mother received from the paramedic who was very caring and took her to hospital and the attention she received in EAU from lovely nurses and then on Birch Ward and also a very kind nurse in the ultrasound department. A very positive experience to offset the negative stories sometimes heard. Thank you very much.

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“At my mother’s [death] the treatment myself and my brother were given was wonderful beyond words.”

My family would like to send our grateful thanks for the treatment given to our mother during her stay in **D’Arcy Ward** after her admittance via the **EAU** on the 14th January this year until her passing on the 28th January.

The treatment she and we received from the staff, Doctors, Nurses and other staff was wonderful at all times. At my mother’s [death] the treatment myself and my brother were given was wonderful beyond words. Please pass our heartfelt thanks to the staff of the ward and the EAU plus the bereavement suit who were most sincere in our dealings with them. The same can be said for the staff of the **A&E** together with the hospital main receptionist.

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“I felt thoroughly looked after by all the staff on the ward, theatre and reception. The standard of care was not just good, but exceptional and I felt very proud of the NHS.”

I had an **Laparoscopy** at your ward on 14 February. I am writing to say thank you all so much for the excellent healthcare. I felt thoroughly looked after by all the staff on the ward, theatre and reception. The standard of care was not just good, but exceptional and I felt very proud of the NHS.

The staff were incredibly thoughtful, professional and knowledgeable. I want to thank them all, especially after I had an extended stay until the next morning. The staff in **theatre** and on the **ward** were all brilliant.

at our
best.



“There was always a friendly smile and a bit of cheerful banter! – which made all the difference to my first hospital visit”

Just a v.quick note to thank you and all your staff for looking after me so well over last week. There was always a friendly smile and a bit of cheerful banter! – which made all the difference to my first hospital visit.

I am beginning to feel my old self again – apart from now living the life of a vegan.
Special thanks to you

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**“They made me feel at ease
and the whole procedure was
faultless from start to finish.
Well done Colchester
Hospital.”**

On 11th January 2013 I had an appointment for a colonoscopy and would like to thank all the staff involved as the treatment I received was superb. They made me feel at ease and the whole procedure was faultless from start to finish. Well done Colchester Hospital.

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“From pre-treatment onwards, I was made to feel comfortable with all aspects of the procedures... I have nothing but praise for the whole team, often working under pressure.”

I'm writing to say how grateful I am for the excellent service and support I received recently from the **Radiology department** over 6 weeks of daily treatment for prostate cancer. From pre-treatment onwards, I was made to feel comfortable with all aspects of the procedures involved. Throughout the treatment I was seen regularly for a review. I have nothing but praise for the whole team, often working under pressure. Out of all the appointments, I think only 2 ran late which is amazing and I didn't mind anyway! Thanks to you all at the hospital and to the NHS, which we are so lucky to have.

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“I believe I owe my life to your team... I know everyone was just doing their job but... people are far too quick to criticise and complain but very seldom praise. So thank you Colchester General Hospital for doing your job and making me better!!!”

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I just thought I would take the time to write and tell you about the wonderful treatment I received whilst I was in your hospital.

I was admitted via ambulance to **A&E** around 6am on 28th December 2012 with suspected meningitis. I believe I owe my life to your team of doctors, nurses and consultants that were involved in my treatment that morning. I don't remember very much of the first 24 hours I was in the hospital at all but my husband tells me I had a team of around 7 doctors and/or consultants involved in my treatment along with the nurses and from all accounts I was not a very co-operative patient, removing cannulas, not keeping still, pulling nurses hair and trying to take their security passes. That is not my normal behaviour at all. I remember one doctor or consultant who came to visit me the following day in **ITU** to see how I was, this I would not have expected at all. Unfortunately I do not know his name, he is I would say Asian with fairly dark skin, short dark greying hair and glasses and I believe was very much involved in my treatment.

9 hours later I was transferred to ITU and again the staff were very professional at all times and very nice. Again I don't remember much of the time I spent there. When I did regain consciousness at around 8am on 29th December the nurse helped me wash with some wipes, brought me toothpaste & a brush, changed my gown and brought me a small cup of water to sip. Once she knew I was no longer nil by mouth she organised for me to order some food. Then later that afternoon I was transferred to Langham ward.

The **nurses on Langham ward** were lovely, very helpful, polite and professional. It did not seem that anything was too much trouble even at times when they clearly looked stretched because of workload. I would like to thank all of the nurses and HCAs that looked after me on Langham ward. I know everyone was just doing their job but I know what it's like working in an industry where people are far too quick to criticise and complain but very seldom praise. So thank you Colchester General Hospital for doing your job and making me better!!!

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“My wife and I have both been patients at Colchester hospitals and we cannot sing your praises loud enough. I am sorry to hear of the problems about Colchester General and no doubt the results will soon be made known soon.”

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My wife and I have both been patients at Colchester hospitals and we cannot sing your praises loud enough. My wife was admitted for **cancer treatment** and was full of praise for all the staff who attended to her whether they were nurses, doctors or admin staff, they were all very caring and did their work very well. She was kept comfortable and well informed as to what was being done for her.

I was in for **day surgery** and arrived in plenty of time. I was taken into the ward and admitted with the most efficient service, in fact it turned out to be a real bit of fun because I could not remember all the medication I was taking and needed some help with the names.

The surgery took place efficiently and I was back on the ward in about twenty minutes.

Again all the staff were super and seemed to be very happy working in their teams.

My only gripe about hospitals I have visited over time has been the lack of car parking and the high cost involved. Of course Colchester does now charge when coming out, which does give a more accurate cost. With all the land that was available when places like Severalls were closed, it seems that Colchester General is already bursting at the seams, when a more spread out location could have been used with plenty of space for parking.

I am sorry to hear of the problems now thrown up about Colchester General and no doubt the results will soon be made known soon. We both thank you all very much for your care.

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“The very kind nurse who I spoke to arranged an appointment with the Doctor for the next morning and he is now sorted.”

I would just like to thank you for the help of your staff over the past week. On the 17th I phoned the **eye department** at the County Hospital as my husband had a problem with his drops. The very kind nurse who I spoke to arranged an appointment with the Dr. for the next morning and he is now sorted.

I also phoned the main **switchboard** on Monday on the off chance that a friend may have been admitted as I was unable to contact her and she lived 35 miles away. They found her and put me through to the ward and I was able to speak to her and I have visited.

On Friday I had an appointment at the **Orthotic Dept.** and was seen by Frank. He was not only on time but was extremely helpful.

Once again my thanks to everyone.

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“My 98 year old mother was very much comforted by the exceptional nursing care and I was impressed by every single nurse who handled her so carefully and sympathetically.”

I wish to express my thanks, on behalf of my family, to **Mr. Backhouse and Sister Sue on Wivenhoe Ward** for the exemplary care of my 98 year old mother from 16 December to 27 December 2012. Mr. Backhouse and his excellent team of doctors discussed treatment with my mother and gave her the best chance for further life.

She requested that she be given no resuscitation and should be allowed to die under the supervision of the palliative care team. My mother was very much comforted by the exceptional nursing care and I was impressed by every single nurse who handled her so carefully and sympathetically. Sister Sue and her deputy sister could not have done more for my mother or for her family. Our heartfelt thanks to the nursing staff and to the doctors.

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“It has sadly, become all too common, to read of shortcomings in the NHS. I am stirred, by my conscience, to write of an entirely different set of experiences in Colchester, over the last eighteen months or so. We both feel truly honoured, and humbled, to have benefited from Colchester Hospitals’ NHS treatment.”

It has sadly, become all too common, to read of shortcomings in the NHS. I am stirred, by my conscience, to write of an

entirely different set of experiences in Colchester, over the last eighteen months or so.

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Following **bowel cancer diagnosis** in summer 2011, I have had a series of four NHS operations over the last eighteen months, at Colchester General Hospital.

Access from GP to Consultant and subsequent treatment was extremely rapid, and the stunning and humbling part is not merely the incredible skill of the surgeons and nurses, but the simple compassion and care from all of them. Good old TLC which speeded my recovery beyond mere surgical or pharmaceutical intervention.

One emergency operation, due to a rare complication, was startling! Think Ambulance at what seemed like 100mph, then two surgeons really squeezing blood transfusions hard, manually, simultaneously, into both my arms, to get at least some blood pressure, as a Crash Team swarmed over me in Theatre, just before the anaesthetic kicked in, and you'll get the picture.

Fourteen subsequent bags of transfusion and the most incredible precision and delicate skill of my surgeon, and his Colorectal team, in a night-long highly dangerous operation, quite simply saved my life.

Those guys are genuinely working right at the cutting edge of knowledge and skill. Pun intended. It doesn't get any better, anywhere in the world. Ever.

Subsequent meticulous nursing care on **Critical Care, Mersea, Wivenhoe and Brightlingsea wards**, and by specialist colo-rectal nurses, by dedicated and amazingly caring staff completed the picture.

I will spare the blushes of surgeons, doctors and nurses, by not revealing their names, but they all know they are my cherished

heroes! So here I am, not merely surviving, but currently in good health and spirits, doing all the stuff I used to, entirely due to my beloved Colchester DGH and its staff. It gets better.

Many of the nursing staff I mention, give up their own time to support patients at instructional seminars, and fund raising evenings for Cancer charities. Their dedication shows theirs is a true vocation. The old epithet "Angels" is a well deserved one. 'OK' you might say, 'you were just lucky'. 'Plenty of bad stories'.

OK then, here's another good one:- By a curious twist of fate, my wife suffered serious eye damage at about the same time. Her experiences in a return to excellent vision, following a series of operations at Essex County Hospital exactly mirror mine. The **ophthalmic department** gave her the most thoughtful, kindly and supportive care, as well as the highly advanced and high precision, state of the art procedures necessary.

We both feel truly honoured, and humbled, to have benefited from Colchester Hospitals' NHS treatment. We are two extremely grateful, happy patients.

"Thank you very much" seems so bland and meaningless, in view of the whole panoply of care and treatment we received, but we are eternally thankful.

The moral of the above is:- for goodness sake, don't get ill, but if you must:- please get ill in Colchester! Our Colchester hospitals are World-Class amazing places of treatment, healing, compassion and TLC within the NHS.

We are all so lucky to have them on our doorstep.

at our
best.



“Trying to describe in words, what my Grandmother and my family, emotionally and physically went through during those 6 days is virtually impossible. But what I can explain is the exceptional level of care and dignity all of the staff provided for my Grandmother.”

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On 1st January 2013 my grandmother was brought to your hospital by ambulance shortly before midday. She was later transferred to the Gainsborough Stroke Unit where she spent the final 6 days of her life.

She had suffered a major stroke at her home which had left her partially brain damaged, blind, paralysed, unable to swallow, talk, or communicate. There were no chances of any form of recovery or improvement and sadly family members had to make the most awful heart wrenching decision to no longer provide fluid or nutritional intake and allow her to die peacefully.

Trying to describe in words, what my Grandmother and my family, emotionally and physically went through during those 6 days is virtually impossible. But what I can explain is the exceptional level of care and dignity all of the staff provided for my Grandmother. Although the care and empathy did

not stop at my Grandmother, her family were also cared for. All be it a tissue, a cup of tea, a blanket, a gentle smile, keeping us informed, and just being there through times of upset.

I would like to take this opportunity to acknowledge how eternally grateful we all are for every single member of staff that had any form of contact with my Grandmother and her family members during this difficult time. From the rapid response and ambulance crew, the consultant, Doctors, the nursing staff and even the cleaners. Every single one of you allowed my Grandmother to pass peacefully, you really could not have done any more.

I would like to thank the nursing staff that attended to my Grandmother and her family at the time of death in particular. Sadly I do not know their names.

Once again from all of her family... Thank you all and continue what good work you are doing.

at our
best.



“To a man and a woman, each one I saw was competent, efficient, caring, warm, friendly and helpful. They always had a cheery word, they communicated effectively to my defective ears and treated me with respect, awareness and compassion at all times. And (a big ‘and’)... they listened to me.”

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The NHS staff I encountered during my stay [at Colchester General Hospital]. I lost count of how many there were at all levels, tell the truth: I saw student doctors, SHOs, registrars, consultants, several anaesthetists, nurses of all grades, sisters down to students; porters, healthcare assistants, cleaners, caterers, a pharmacist and a phlebotomist. And probably a whole lot more I can't remember due to my fuzzy state. They operated on shifts around the clock and whenever I needed anyone someone was there to help. To a man and a woman, each one I saw was competent, efficient, caring, warm, friendly and helpful. They always had a cheery word, they communicated effectively to my defective ears and treated me with respect, awareness and compassion at all times. And (a big and) they listened to me. No words of praise are high enough for the various teams, though I wish to goodness they could do away with paper forms and get integrated handsets able to access central records, and placing patients by barcodes or later technologies. It has to be possible to make the jobs of these skilled and dedicated people easier to perform by cutting out laborious repetition and inconsistency, of automating pathway decision tables, and linking and communicating with all other necessary professionals along the way to keep them posted with developments. But whatever the next stage for the NHS, it's good to see that whatever appalling government meddling goes on the heart of our Health Service beats on in the breast of every member of staff. To each and every one of you I say a warm and heart-felt thanks for how you treated me, for the quality of your services, for your speed of response, and most of all for your caring. To anyone reading my blog, I'd say this: if you need to go to Colchester General, go with confidence. Your experience may well not mirror mine, but you will find it clean, efficient and dedicated."

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“We were treated with the greatest of care and consideration by all of your friendly and efficient staff. It was a long day for us, but your staff made it so much easier to bear.”

I would just like to say a BIG “THANK YOU” . To everyone working on the Elmstead Day Unit when my Husband and myself were there on Friday last.

We were treated with the greatest of care and consideration by all of your friendly and efficient staff.

It was a long day for us, but your staff made it so much easier to bear. Please thank them all from us both.

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“I was amazed by how friendly, caring and helpful the nursing staff were... a young nurse cared for me beautifully, reassuring me and calming me down filling in all the form with speed and efficiency.”

I was admitted to the **Brightlingsea ward and ENT Team** on 1st January with an ear infection (I recently had a cochlea implant) from A & E. I was amazed by how friendly, caring and helpful the nursing staff were. I must admit I was a little scared at the swiftness of the onset of the infection and severity, but a young nurse by the name of Emma cared for me beautifully, reassuring me and calming me down filling in all the form with speed and efficiency. The ENT team also need praise having been seen in **A & E** the specialist assessed the situation and I was calmly told I was being admitted (what a shock) but they really cared and knew exactly what they were doing. My thanks to them all I am now on the road to recovery but without there help and care my new cochlea implant could have rejected.

at our
best.



“Seeing the way your staff attended to him and reassured us at the same time is something we could not let pass. Though many shift changes took place, the level of care was always of the highest standard.”

My wife and I wanted to contact the Hospital after our son had to be taken to the **Children’s Assessment Unit** CGH. Our son needed 24hr care for several days, as you can understand this was a very stressful time for us. Seeing the way your staff attended to him and reassured us at the same time is something we could not let pass without contacting you. Though many shift changes took place, the level of care was always of the highest standard. It feels not enough to just say “thank you” to the staff as we left.

There were a few staff that stood out when caring for him. Nicola & Matt’s work impressed us with there attention to detail and Richard was the best of all making the link with him and ourselves that allowed us all to relax at the most stressful times. To them we will never forget the effort and professionalism they displayed.

We would be very grateful if you could pass on our thanks to all the Doctors & Staff for their part in making our Son well enough to be home just in time for Christmas!

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“This has completely changed my views on Colchester Hospital which were – on a scale of 1 to 10 – sitting at zero”

My son was admitted on to the **EAU ward** last night. We are not new to this ward having visited you several times in the last few years due to an ongoing condition. This visit was outstanding thanks to Warren your deputy charge nurse. We have never ever been dealt with so promptly. The usual booking in details were taken within 5 minutes of arrival, a bed found within ten minutes and bloods taken immediately. This has completely changed my views on Colchester Hospital which were – on a scale of 1 to 10 – sitting at zero. Once again a huge thanks to Warren.

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“...let the ‘Bosses of the Trust’ know how well he had been treated through his stay... the professionalism and courtesy shown by all staff and how spotless the hospital was.”

I was stopped by a gentleman as I entered the hospital this morning, he recognised the spotty dress as that of a Matron.

The gentleman had been **admitted through A&E** on 27/12/12 and was currently on **Brightlingsea Ward**, planning to be discharged later today.

He wanted me to let the ‘Bosses of the Trust’ know how well he had been treated all the way through his hospital stay. He commented on the professionalism and courtesy shown to him by all staff and how spotless the hospital was. He mentioned how the cleaning staff worked hard and were cheerful.

at our
best.



“We were met at once by a friendly, polite and knowledgeable nurse. Tests were done speedily and efficiently by courteous and cheerful staff in three different locations. Well done!”

My wife attended the hospital as an **emergency patient** this morning., visiting the **DVT Dept** she was guided by Nurse Rachel. We also visited the blood test dept and the **Haematology Dept**. We were met at once by a friendly, polite and knowledgeable nurse. Tests were done speedily and efficiently by courteous and cheerful staff in three different locations. Well done!

The restaurant is a boon and the single-handed cashier did a good job too!



“We were kept fully informed at all stages and on hand to answer any questions/concerns. Their kind concern made us feel all had been done to make mum’s last days as comfortable as possible.”

Following my mother-in-law’s recent stay in **Birch Ward** I wanted to write and say thank you for the care and treatment she received. At the age of 93 (she had dementia and several other underlying health problems – although not life threatening) she was admitted to the ward for a suspected chest infection and was put on the appropriate treatment. After several days it became clear the treatment was not working and we decided with Dr Shawis that she should be put on the Liverpool Care Pathway.

Mum lived in a residential care home [locally] and we (including the care staff) really wanted her to end her days there rather than being in hospital. Dr Shawis said that whilst moving her was not

without it’s risks as she was very frail agreed and the transport was arranged to take her back. The journey was a bit fraught but I’m pleased to say she made it back to the home. Mum passed away peacefully several days later in her own bed with the family around her. We would like to thank Dr Shawis and his team, plus the nursing staff. We were kept fully informed at all stages and on hand to answer any questions/concerns. Their kind concern made us feel all had been done to make mum’s last days as comfortable as possible. So many people are quick to criticize the NHS and hospital treatment that I felt I should redress the balance.

Thank you!

at our
best.



“They all took their time in ensuring she was comfortable and kept asking lots of questions to make sure that J was as comfortable as possible. They spoke to J throughout although they knew she was deaf and blind, and were very gentle and caring within her support.”

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I would like to share with you our positive experiences of Colchester General over the last few years.

Two of our ladies have used the hospital on numerous occasions over the last few years. We always liaise with Mike Pearce before the hospital appointment and guides us through any worries or concerns we may have.

When the Mental Capacity Act first came out we had a few problems and thanks to Mike he guided us through these. Each hospital appointment with the ladies supported have been very person centred and they communicate with the person supported and ask lots of questions to ensure their needs are met.

The most recent visit was with J she was on Stanway Ward, we arrived at 7.00am and J was shown to her side room, all staff personally introduced themselves to her and told her their role, anaesthetist, Miss Osbourne, the doctor doing the procedure and on a personal note it was lovely she recognised me from many years ago because of personal and family experience.

J was made very comfortable in her room until she went to theatre it was arranged for myself to support her as the theatre is a secure place they make special arrangements.

In the pre-theatre the staff were very aware of communication with J and wished her to understand what was happening, they

all took their time in ensuring she was comfortable and kept asking lots of questions to make sure that J was as comfortable as possible.

They spoke to J throughout although they knew she was deaf and blind, and were very gentle and caring within her support.

it was also very pleasant of the staff to compliment the support that we showed J throughout as this is something we just find normal support for J as she is a pleasure to support.

I was also able to go into recovery with J and this is something I have never witnessed before but the observations are one to one were so sensitive to J herself.

She then went back to **Stanway Ward** were again the care and support was of such a high standard and all around J.

I can not thank the whole support that J received on this occasion as J was made to feel very special and was looked after by all to a very high standard.

I would be very grateful if you could thank all involved as this positive experience assists within their confidence of people supported undergoing any other hospital experiences.

Many thanks

at our
best.



“We know that there are people who complain about the NHS and service that they received but we have not one complaint, grievance or issue with anything that happened that day. We are forever in your debt”

We were expecting our first baby and at 41 weeks and 4 days, my wife was induced by the team at Colchester Hospital.

My wife was progressing and there was a shift change in staff. We had Lorraine Bristol and her trainee midwife Stephanie Andrews come into the room. My wife and I were put at ease by their fantastic bedside manner and professional attitude. Your team does this day in day out but as 2 people who were about to experience child birth for the first time, I can honestly say that we were taken back by the support and understanding

from these 2 fantastic people. They stopped the process back to the basics and walked us through what was happening and what would be coming.

We know that there are people who complain about the NHS and service that they received but we have not one complaint, grievance or issue with anything that happened that day on the 24th November. We are forever in your debt and would like to express our thanks.

at our
best.



“I should like to say a very big thank you to the nursing staff on the EAU. I was able to observe how hard the nursing staff worked, with a cheerful smile.”

I should like to say a very big thank you to the nursing staff on the **EAU** especially Daria, Jason, Helen and others who looked after me so well two weeks ago and the food was good. Eighteen months ago I was in for ten weeks on the **rehab ward** (Kate Grant) while redecoration work was being carried out at Clacton and I was able to observe how hard the nursing staff worked, with a cheerful smile.

God bless you all and especially thank you for allowing my wife's Golden Retriever Guide Dog to accompany her.

* This compliment was received by email between August 2012 and February 2013 See more on our website: www.colchesterhospital.nhs.uk/praise.shtml

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“I was personally impressed on each of my visits to the hospital at the professional, caring and competent way the staff performed their routines. It was also most refreshing to be met with eye contact, engagement and assistance whenever I had a question regarding my fathers treatment.”

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at our
best.



My father was recently a patient at **Aldham Ward**, following a hip fracture and operation.

I am writing to thank the staff at Aldham ward for the very positive efforts they made on his road to recovery and subsequent discharge yesterday.

I was personally impressed on each of my visits to the hospital at the professional, caring and competent way the staff performed their routines. It was also, most refreshing to be met with eye contact, engagement and assistance whenever I had a question regarding my fathers treatment.

My father is now back at home with my younger brother Mark, who is my fathers carer and we look forward to his continuing improvement, conscious of the efforts that you have already made.



“All staff, nurses and the doctor were very professional, and understanding of my needs. Everything from my admission to my procedure was explained to me in a clear precise manner and I felt that I was being listened to by all of those I spoke to with regards to any concerns I had.”

at our
best.



It is not often I put pen to paper, or send emails with regards to services I have received but I was so impressed with the care I received on my last visit to the hospital on Friday 30th Nov 2012 for a colonoscopy, that I wanted all of those who were connected to my care on the day, to know how grateful I am to them.

All staff, nurses and the doctor were very professional, and understanding of my needs. Everything from my admission to my procedure was explained to me in a clear precise manner and I felt that I was being listened to by all of those I spoke to with regards to any concerns I had.

I would like to express extra special thanks to Dr Sharat Putta, Nurse Kim Shaw & Nurse Kelly Coppin. They were absolute brilliant, so much so that when I look back on the day concerned my thoughts are of the service I received rather than the procedure it's self.

Many thanks.

at our
best.



“I would like to state that the whole experience could not have been handled more professionally, putting my care’ first’ throughout. I wish to express my sincere thanks to everyone involved who were so friendly and helpful.”

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I have recently attended Colchester General Hospital to undergo a hernia repair operation. I was originally seen by Miss J Reed and she confirmed my GP's diagnosis and arranged for the operation to take place. I had an appointment for pre-assessment checks on 12 November 2012 in the **Elective Care Centre** and my experience was handled in a caring and helpful way. Unfortunately Miss Reed was unwell on the day of the operation and Mr Toby Hammond and his team carried out the procedure using an anaesthetic given locally, this was a direction suggested by the Anaesthetist (forgive me for forgetting his name) to assist my recovery considering my neurological condition. I was transferred to Mersea ward via the recovery ward and discharged on 27 November 2012.

I would like to state that the whole experience could not have been handled more professionally, putting my care 'first' throughout. I wish to express my sincere thanks to everyone involved who were so friendly and helpful.

Thank you



“From start to finish the process was very efficient. Everyone one worked together as part of a great team. The result has been excellent and I am now well on the road to recovery.”

I would like to thank Mr Wardle, his team, the staff on **Great Tey ward** and the pre assessment team for their care and understanding during my recent hip replacement.

From start to finish the process was very efficient. Everyone one worked together as part of a great team.

The result has been excellent and I am now well on the road to recovery.

Many thanks to you all.

at our
best.



“We know how the hospital often gets a bad press, but also noticed that the staff hardly ever get praise, so please pass this on to them on my behalf.”

We would like to thank the **Elmstead cardiology team**, (nurses and doctors) for being so helpful, caring and professional, when I attended today for an angiogram, they helped to make a stressful day, so much easier to deal with I also had a similar experience 2 years ago when they fitted my pacemaker we know how the hospital often gets a bad press, but also noticed that the staff hardly ever get praise, so please pass this on to them on my behalf. many regards

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“Before leaving I was given a leaflet on your complaints procedure. What a great shame that I was not given a leaflet to compliment the treatment I received. I had to ask at reception and wait until someone could find such a leaflet.”

This morning I was treated at **Elmstead Ward**. I had a Gastroscopy.

I admit I was extremely apprehensive when I walked in to the ward at 0800hrs this morning. By the time I walked out at 0925hrs I was feeling marvellous for 2 reasons.

Firstly the care and consideration given to me by your 3 nurses was exemplary. I was put at ease and all my fears were banished. The specialist and his nurse were brilliant. Everything was explained to me and the whole procedure was over in under 3 minutes.

Secondly, I was informed there and then that all was well with my stomach.

Before leaving I was given a leaflet on your complaints procedure. What a great shame that I was not given a leaflet to compliment the treatment I received. I had to ask at reception and wait until someone could find such a leaflet. May I suggest that complimentary leaflets be available in an obvious position and that there should be a box in which to deposit them.

Thank you Elmstead Ward Staff for your marvellous, kind, caring and professional treatment.

at our
best.



“The nurse was friendly, supportive and informative about what had been done, I felt cared for and confident about what was happening... I was able to see how closely the team work together and they all knew what was going on with the patients.”

I had surgery in early October and have been meaning to write to compliment the care in both theatre recovery and on **Stanway Ward** itself. In particular the team work between staff of all grades on the Ward. Whilst the time in recovery is relatively short, the nurse was friendly, supportive and informative about what had been done, I felt cared for and confident about what was happening.

Whilst on the Ward, I was able to see how closely the team work together and they all knew what was going on with the patients. I know that a comment can be that information on wards is not always shared, I am happy to say that this was not the case on Stanway Ward, communication was good between all staff, day/night. In particular, I think the system of the Ward nurses covering the pre- op clinic is excellent. It was reassuring to see the nurse from the pre-assessment clinic on the Ward – a familiar face, and I know that other patients also felt the same.

Finally I would like to thank all of the staff (including the cleaner, lady with the drinks and physio practitioner) of Stanway Ward. If you have an award for team work I would like to nominate this Ward.

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“I would like to apologise for all the trouble I gave you all. I would like to thank every staff member for helping me though the drinking problem, they all done a great job.”

I was sent to hospital last night regarding a head injury through drinking. I heard I acted very nasty and horrible towards the staff and I would like to thank every hospital staff member for helping me though the drinking problem, they all done a great job

I contacted you due to the nastiness I caused. I'm not a nasty person only when drinking, I've now learnt by my mistakes and I am now cutting down on drinking.

Thank you very much.

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“The cleanliness of the ward was brilliant, nothing was too much trouble for any of the staff.”

I would like to say a big thank you to ALL of the staff involved with my operation. I would like to thank **Mr. Menzies and his team** for reassuring me and keeping me comfortable. The recovery team for what can be a very frightening experience. And ALL the team on Mersea ward for making my stay again comfortable and reassuring. The cleanliness of the ward was brilliant, nothing was too much trouble for any of the staff. I was in for almost three days and everyone of the team from Mr. Menzies down deserves a big thank you. Many thanks

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“I wish to thank all concerned for the efficient high standard of care and compassion towards my 86 year old mother today.”

* This compliment was received by email between August 2012 and February 2013 See more on our website: www.colchesterhospital.nhs.uk/praise.shtml

at our
best.



“I am very grateful to her and thought you should know what a great member of staff she is!”

I would like to express my thanks for the excellent service I received today in **A&E**.

I was seen by a nurse practitioner called Emma at approx 12.30 and not only was she very knowledgeable but also put my mind at ease about my injured arm.

I am very grateful to her and thought you should know what a great member of staff she is! Many thanks

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“I cannot tell you how impressed I was with the professional, slick service I was given. The ward was spotless and every member of staff constantly washed their hands before touching anything – I would highly recommend the service. Well done NHS!”

I had had a reveal implanted at the Oaks hospital (as an insured private patient) 18 months before. Due to my insurers having been changed and their decision not to insure any heart problems I might have, I was transferred to the NHS to have it removed and was booked into the day unit on 12th October 2012.

I cannot tell you how impressed I was with the professional, slick service I was given. All the members of staff I came into contact with did their jobs in a professional, pleasant manner, showing amazing attention to detail. They were FABULOUS!! The ward was spotless and every member of staff constantly washed their hands before touching anything – I would highly recommend the service. Well done NHS!

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“The nurses and nursing support staff have shown amazing patience, light good humour, gentle encouragement and phenomenal understanding – often being rewarded with little more than a grunt or indeed no acknowledgement of their hard work.”

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My mother (93) has recently been a patient on **D'Arcy Ward** for nearly five weeks. The care and attention she has received has been of the highest possible standard and I have only praise for the staff of D'Arcy Ward.

Normally quick witted and highly communicative, mum found herself, confused, disorientated, at times delusional and found it difficult to come to terms with her sudden deterioration of overall health and mobility. Her frustration was obvious. Nevertheless, the nurses and nursing support staff have shown amazing patience, light good humour, gentle encouragement and phenomenal understanding – often being rewarded with little more than a grunt or indeed no acknowledgement of their hard work.

Having observed as a visitor for hours on end, their diligence and dedication to the patients even when staff resources were stretched beyond what appeared fair and reasonable (particularly evenings and at weekends) – it amazed me how cheerful and professional they remained.

I would like to pass on a special thanks to the catering ladies and to the very helpful young staff nurse who put in extra time and effort (staying beyond the end of her shift) in order to expedite a complicated inter-trust discharge. But from the most senior to junior member of the team I have nothing but admiration.

In these circumstances, "Thank you" seems so little, but it is heartfelt – your team in D'Arcy cared not only for mum, but their willingness to answer our numerous questions and put things in lay-person's terminology enabled us to understand the complexities of the situation and the prognosis. This really helped us during the most difficult times as mum's condition deteriorated and it has been invaluable to us as a family as we have put in place the next steps towards mum's ongoing convalescence.

With Very Best Wishes

Footnote: Sadly mum died earlier today – very peacefully and without any pain at the nursing home she moved to on Tuesday. I'd be happy for my letter to be published though.

at our
best.



“After a bad experience with my late mother in another hospital last year this allayed my fears about going into hospital myself. I can definitely say my visit was a very positive, happy one.”

Although I have already written to the **Aldham Ward** Sister expressing my appreciation of her ward and its staff I also want to endorse this here. I was admitted to Aldham Ward in the early hours of 27 September, 2012, had an operation later that morning and spent a few days there consequently. I can honestly say I had a very good experience especially as I have hardly ever been in hospital before in my life save for once many many many years ago and certainly never broken any bones before. I was cared for, catered for and nothing was too much trouble

for any member of staff. They were very friendly, made me laugh, and really helped to while away the time in-between constant cups of drinks and food, and if it is possible to enjoy your time in hospital, I did! I cannot fault any of them. Their compassion, caring and help was the very best. After a bad experience with my late mother in another area at another hospital last year this allayed my fears about going into hospital myself. I can definitely say my visit was a very positive happy one. I will never forget. Thank you all so much.

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“I would like to congratulate all the staff involved starting with the admissions officer, the assessment team, the physio team and the occupational therapist team. Sorry if I have missed anyone.”

Having returned home from an operation on the 7th October but still on the road to recovery I have been going over in my mind the whole experience again to date. I have decided to write again as this was the second replacement Hip (Left Hip) this year. The first (Right Hip) was on the 1st March 2012. This was only my second hospital admission in 68 years.

I would like to take this opportunity to thank ALL the staff involved in my well being whilst in bed A1 and C2 on **Gt Tey Ward**. This includes everyone from Mr Sloper down to the staff providing the cups of tea and cleaning the wards. I consider the care I received was second to none and all should be congratulated. I would like to congratulate all the staff involved starting with the admissions officer, the assessment team, the physio team and the occupational therapist team. Sorry if I have missed anyone from the list.

I have nothing but praise for everyone and I hope that you are able to bring this to the attention of as many of the staff involved during my hospital stay which was my 2nd within 7 months of each other and in 68 years.

** This compliment was received by email between August 2012 and February 2013 See more on our website: www.colchesterhospital.nhs.uk/praise.shtml*

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“All the staff on shift smiled all the time and checked on me at regular intervals and most of them stopped for a little chat. My anaesthetist was respectful and explained everything really well, as did my consultant.”

I was a day patient in **Elmstead Day unit** on Sat 13/10/12 having a GA and 3 wisdom teeth removed under Miss Sarah Adams. From the moment I arrived I was treated amazingly. My named nurse Chris made sure I was comfortable and well informed. All the staff on shift smiled all the time and checked on me at regular intervals and most of them stopped for a little chat. My anaesthetist was respectful and explained everything really well as did my consultant. I am a nurse myself working for NHS Professionals in A&E. I have never been a patient before and sometimes a little knowledge can be a scary thing. I have always been proud to work for Colchester Hospital and this experience makes me even more so. My experience from beginning to end was great and I just want to send my sincere thanks to everyone involved in my care. I am now recovering well at home. Many Thanks

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“The support and care she received last night in A&E and by the ambulance staff was of a high quality. Thank you for that service and the kindness and consideration of the staff who dealt with her”

I write with reference to my mother admitted this morning, Sunday 14th October, following a fall at her residential home. The support and care she received last night in **A&E** and by the ambulance staff was of a high quality. Thank you for that service and the kindness and consideration of the staff who dealt with her last night.

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“Could you please pass on my thanks and congratulate their manager on having such lovely and kind staff in their unit. They really are something to be immensely proud of!”

I would just like to say a massive thank you to the staff who dealt with me in **A&E** minors yesterday. The nurses who dealt with me were absolutely fantastic! They were Louise, Jackie and Darren. Could you please pass on my thanks and congratulate their manager on having such lovely and kind staff in their unit. They really are something to be immensely proud of!

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“for the expert care that they gave me while I was in hospital, nothing was ever too much trouble, and always greeted with a smile. I was in terrific pain but that was soon sorted – my heartfelt thanks to you all”

I just had to send an e-mail to thank you, Sister of **Wivenhoe Ward**, and your team for the expert care that they gave me while I was in hospital, nothing was ever too much trouble, and always greeted with a smile. I was in terrific pain but that was soon sorted – my heartfelt thanks to you all.

Also my thanks go to emergency assessment who within half an hour I was in a bed and being treated on Morphine. what a service.

Thank you all

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at our
best.



“I saw her name on her badge & felt it is important to reward her. Please could you pass on my thanks for being amazing & she is a credit to your hospital.”

I attended the **pathology department** today Wednesday 10 October 2012 to have some blood tests. I used the bus for first time also as parking can be difficult & found the no 8 bus great too.

I must say that Marion Collins was excellent, she was so efficient & no pain when getting the needle in & she is so happy. What a pleasant experience – first time ever I enjoyed the experience. I saw her name on her badge & felt it is important to reward her.

Please could you pass on my thanks for being amazing & she is a credit to your hospital.

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“Losing someone we love is never easy but the experience can be affected by the circumstances and environment in which it happens. The members of staff that attended my father created an environment that allowed us to complete Dad’s journey with him in a secure, peaceful, loving and dignified manner.”

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I write to convey our appreciation for the service of care provided to our father during his stay in your hospital.

He was brought to your **A&E Assessment department** in the early hours of Tuesday 2nd October from Halstead Hospital where he had been recuperating after a 5 week period at Broomfield Hospital, Chelmsford. My wife and I visited my father Tuesday evening and were advised by the ward sister that he had taken a turn for the worst and that we should anticipate him not making a recovery. My father was placed in a side room and I was able to contact my sister who came to the hospital and we were able to spend that night with our father as a family. To the surprise of many of us he survived Wednesday night and finally passed away at 17.15hrs on Thursday 4th October.

Losing someone we love is never easy but the experience can be affected by the circumstances and environment in which it happens. The members of staff that attended my father created an environment that allowed us to complete Dad's journey with him in a secure, peaceful, loving and dignified manner. Everyone who attended him introduced themselves to him and us, showing respect and compassion towards all of us. Although we have the names of the individuals involved it would be inappropriate to single them out as we wish to see them

as representative of the professional delivery of Health Care provided by all at Colchester General.

It's in the detail that one experiences excellence, a doctor who takes the time to explain to a tearful daughter exactly what to expect as she watches her father dying. A nurse who purposely drops in at the end of her shift to make sure her patient is comfortable, listens to the relatives reminiscing and shares in our grief knowing that she won't be seeing Dad or us when she comes in to start her next shift. The young man who is cleaning the floor and when asked, rather than pointing in the direction of the gent's, takes the time to show you the right door. The person on the end of the phone who you never see but their voice lets you know they care.

Having the opportunity to be with my father over that couple of days, as he completed this life's journey, was a strange mixture of love and tears and I am left feeling honoured to have been part of it. Your hospital created a healing environment in which we all received and benefited. No doubt hospitals today are equipped with all the necessary modern machinery but this experience convinces me that nothing is more important than the contribution made by professional caring people such as those we met at Colchester General.

All we can say is thank you.

** This compliment was received by email between August 2012 and February 2013 See more on our website: www.colchesterhospital.nhs.uk/praise.shtml*

at our
best.



“Doctors and staff were always ready to talk and explain what was going on with mum and her treatment”

I would like to thank all doctors and staff, at Colchester hospital, working in **A&E**, critical care unit and **Langham Ward**, for looking after my mother who was admitted to the A&E department on the early hours of 4th September. Mum was very very poorly; all staff took great care of her, worked very hard to get her well. All staff were considerate and kept me well informed of what was going on at all time. Once on the critical care unit and Langham Ward, doctors and staff were always ready to talk and explain what was going on with mum and her treatment... So thank you all again

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“Although they were obviously busy with patients besides my husband they always had time to talk to us both making us both feel at ease despite the seriousness of his illness. ”

I know that most people only write to complain about a hospital but I am writing, on behalf of my husband and myself, to compliment the **Isolation Unit** at Colchester General Hospital.

My husband was admitted to this ward on 28/08/2012 and discharged on 17/09/2012 with a very nasty bowel infection. He was admitted to the hospital by our doctor in a very poor state of dehydration and loss of weight. Even though **EAU** (I'm sorry I think that is what it is called) was almost full the care and attention there from both doctors and nurses was excellent until he was moved to the Isolation Unit.

Once there the care and attention by ALL the staff was superb. I visited my husband every day and each day I was told how he was getting on-what the doctors had said about his condition and what medication was being given. They were excellent with me as well-saying I could call any time and were

very patient with my endless (probably trivial!) questions. Although they were obviously busy with patients besides my husband they always had time to talk to both me and my husband making us both feel at ease despite the seriousness of his illness.

When it came time for him to be discharged they were very good with me as I was concerned about his care when he came home. They couldn't have done more to make this transfer for both me and my husband more easy. In a way I think my husband would have been quite happy to stay because of the care of the staff!

Also everything they said they would put in place was done: visits from social services, continence services and speech and therapy centre.

I would just like to say one very big thank you to all concerned.

at our
best.



“Despite the bad publicity, all in all the NHS is not too bad an organisation is it? The media only report the bad stuff.”

I would like to take this opportunity of thanking you so much for all that you have done for me. I appreciate that I am a very lucky man in that I have a wife who sent me straight to my GP when she noticed blood in my stools one morning. My GP referred me straight to you and, thank God, you immediately fast tracked me. Both you and Dawn have been great. I guess I should also thank Nikki Pawar for basically saving my life when I appeared in **A&E** with septicaemia and peritonitis and sending me straight to surgery where Matt Tutton washed me out. As you can see I have been extremely lucky. Despite the bad publicity, all in all the NHS is not too bad an organisation is it? The media only report the bad stuff.

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best.



**“...such a caring,
thoughtful,
efficient and
professional
nurse.”**

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at our
best.



Unfortunately, I had occasion to visit A&E on 12th September 2012 following a faint at home. As usual they are very thorough and after three X-rays, three stitches, an ECG and interview with Doctors and Triage Nurse I was admitted for observation to West Bergholt Ward at around 7.30 that evening.

The staff changeover was just beginning as I arrived on the ward and the night staff were coping manfully with equipment and patients being transferred from A&E, they were very busy and hampered by the upgrade renovations that were going on. The lack of equipment meant that there were insufficient stands for drip bags. As you can imagine it was very noisy.

However, Thursday morning after the staff changeover the ward appeared calm, very busy and purposeful. I can only put this down to the young Sister in charge that day. Her name is Kim Westbroom (I apologise I am not sure of her surname or whether she was a Staff Nurse or Sister). I felt that we were back in the old

days and had found a nurse of the "old School". I would like to pass on my thanks to her for being such a caring, thoughtful, efficient and professional nurse. Her example to those working with her infused them with the same cheerful and professional manner as they went about their work. I make these comments from the experience of my 69 years, two children (born in Lewisham Hospital) and many visits to many hospitals with family members, St Thomas's, Guy's and the Royal London in Whitechapel and the fact that my mother was a Matron and theatre sister and my brother a GP.

If only all nurses employed by the NHS could be of the calibre of "Kim" you would not get the Daily Mail derogatory headlines about "lack of care".

Thank you again for employing such a good nurse and I do hope, for your sake, that she will be back after the birth of her baby. Please give her my best wishes for a successful and comfortable birth.

at our
best.



“Nurse Laura... cleaned beds and mattresses. I thought nurses had stopped doing those small but important jobs years ago.”

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I was recently discharged from Colchester General and thought I would write to let you know how I felt about the experience.

The initial reception was not so good (in parts) but that, I realise, is a chaotic part of the operation.

Once in the **Emergency Assessment Ward**, I was very impressed. Dr Faisal was efficient and courteous (the latter so important to a patient).

Ward Nurse Laura (Byatt?) introduced herself in the style of an air hostess and I thought "that's the last I'll see of you". Sorry to be so negative but I have heard so much of the experiences of my relatives (mainly in Ipswich) that I was not expecting much. But I was wrong; Nurse Laura was totally available, attentive, cheerful and efficient. She cleaned beds and mattresses. I thought nurses had stopped doing those small but important jobs years ago. No chatting and drinking tea round the nurses station which detracts from patient care and upsets patients so much.

Everybody was washing their hands or using the foam provided. This is very reassuring. Some years ago before I retired, one of my staff refused to allow a doctor at Colchester General to touch her child until he had washed his hands. The attending nurse later whispered to her "good for you, that needed saying".

The consultant Mr Peter Hawkins was excellent. He listened and explained exactly what had happened and dealt with my questions.

Dr Seamus Harrington came to see me about medication. He was friendly, efficient and concise; just as it should be.

When I saw the discharge letter, it contained everything I had mentioned including upcoming air travel and showed that arrangements made for this to be undertaken safely. Very impressive.

The cleaning staff and meals staff were good. The trolley trips to x-rays and CT scans were efficient and courteous. But I must just tell you about the final experience. I was walking to the car park to go home and found I was not as strong as I had thought so I sat down for a rest. A chap saw this and told me to wait. He came back with a wheelchair and sped me down the corridors (backwards) as we went round one corner I saw Dr Seamus Harrington who grinned and waved! He got a carpark pass for my wife and ran out in the rain to give it to her. He then waited with me till the car came. I don't know what department he was in, I don't know what his job was but he was aware of my situation and dealt with it brilliantly.

Thank you all for helping me when I was in need of help.

at our
best.



“As my daughter (child’s mother) is deaf she was also kept well informed, and as for the children’s ward it was superb, with play area, shower room...”

I feel I must compliment your hospital and staff, my grand daughter was taken in last Friday evening with a broken arm, and the care she had was second to none, very caring **A&E** staff, then she was kept in overnight with a bed for my daughter beside her, and as my daughter (child’s mother) is deaf she was also kept well informed, and as for the children’s ward it was superb, with play area shower room etc, Once again a big THANK YOU.

* This compliment was received by email between August 2012 and February 2013 See more on our website: www.colchesterhospital.nhs.uk/praise.shtml

at our
best.



“The staff on Peldon Ward were absolutely wonderful and critical in helping Dad get well enough to come home. Despite being incredibly busy, they constantly encouraged, were professional, accommodating, caring and took the time to go that extra mile.”

* This compliment was received by email between August 2012 and February 2013 See more on our website: www.colchesterhospital.nhs.uk/praise.shtml

at our
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My Dad has recently spent 8 weeks in **Peldon Ward** and I wanted to write to know about his care in there.

I live in New Zealand and just happened to be visiting for an extended period when Dad ended up on Peldon Ward, and given you often only hear about not so great experiences, I felt I wanted to let you know what a truly wonderful team you have on that ward.

My Dad is 82, certainly still has all his faculties but sadly had lost the ability to swallow and was very ill when admitted to hospital. Regardless of his age, the medical team undertook extensive tests and never gave up in an attempt to determine what was wrong and provide a diagnosis (which is still on-going at this time but now as an out-patient).

The staff on Peldon Ward were absolutely wonderful and critical in helping Dad get well enough to come home. Despite being incredibly busy, they constantly encouraged, were professional, accommodating, caring and took the time to go that extra mile. Dad's dream was to go the Olympics and with their help, we

managed to get Dad home and he was able to go to the Olympics and enjoy such treasured memories for us all.

All the staff were wonderful and are too many to name but I would like to mention the nurses (especially Sarah, Richard, Alison, Rose, Adrian and Shirley), Dr Paul Carruthers (for all his knowledge and ability to empathise with us all) and finally Polly in the SALT team (and who Dad says he can still hear in his ear when he's eating now, telling him to concentrate !!).

In their own ways, everybody helped us get Dad back home and whilst he is still a mystery as far as his diagnosis is concerned, he is coping well and enjoying being back home with Mum.

I know Dad is one of many you look after but to us he's understandably very special and precious. I am about to take off back to New Zealand but didn't want to go without sending this note and saying a very big thank you from me and from all of our family.

at our
best.



“Having recently moved to the area I was unsure of the service levels to expect but my fears were soon put to rest.”

I felt that I should write and compliment you on the levels of service provided by your hospital. Having recently moved to the area I was unsure of the service levels to expect but my fears were soon put to rest. After being seen for a **urology problem** by the Consultant I was continuously assured by Nursing staff that they were on hand to allay any fears and ensure that I understood everything that was going to happen and this did, in fact help with the whole process.

The information provided to me was really helpful and on my day of admittance the staff were very courteous and helpful. On being admitted within 2 weeks and my growth being removed I was advised that I would be contacted within 10 days and that actually happened. Well done Colchester Hospital.

The one issue that marred the whole experience was your **appointments system** I found that I had to wait for almost 8 weeks and I had to call a number of times before I was given an appointment. At one time one of your receptionists did say that I hadn't even made the main list yet and that was after waiting for almost 6 weeks from referral from the Clacton Nurse Practitioner, in the end she very kindly chased them and I was given an appointment immediately. From then on the service levels were amazing and cannot be faulted.

In closing I would say that Colchester Hospital is clean, friendly and gives first class nursing and support. Thanks

* This compliment was received by email between August 2012 and February 2013 See more on our website: www.colchesterhospital.nhs.uk/praise.shtml

at our
best.



“The excellent service I received yesterday at your clinic... so many negative comments are made nowadays. ”

I would just like to comment on the excellent service I received yesterday at your clinic, as so many negative comments are made nowadays. From the time I checked into your reception, the receptionist, then the nurses, particularly Clare, the doctor, the pharmacist and even the porter I stopped and asked directions to pharmacy at the end of my visit

I received such friendly and helpful attention. Congratulations to everyone – I really appreciated the efforts shown to make my consultation as pleasant as possible.

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“With help, support and understanding from staff this difficult situation went smoothly with no major problems. ”

A lady with learning disabilities recently received treatment in Colchester General Hospital and due to her changing needs, the current home that she was resident, was no longer suitable. Therefore, at short notice, she was admitted to Pathways, a care home in Colchester for adults with learning disabilities.

This change of circumstances can be very distressing and traumatic, however, with help, support and understanding from staff this difficult situation went smoothly with no major problems.

I would be grateful if you could express my thanks to both medical and nursing staff on **Dedham Ward**.

However, particular thanks to Maggie Piwowarczyk (discharge nurse) and Mike Pearce (liaison nurse for learning disabilities) for their patience and positive professional approach whilst co-ordinating the move to Pathways.

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“They were calm, polite and would have done credit to a top hotel reception. Some incomers were less than courteous but all were accorded the same polite reception.”

I should like to thank your **A&E** department on behalf of my husband.

He injured his eye yesterday whilst gardening. We were on our way later to dine with friends late yesterday afternoon, when I saw how dreadful his injured eye appeared and immediately decided to deviate from the A12 to Colchester hospital as I felt this was an emergency.

I have to say at this point that my husband was uneasy about my 'non negotiable' decision. We are fortunate that we are rarely ill and if we require treatment use private medical care so he wanted to go to Springfield hospital at Chelmsford.

From the outset I was impressed at how well the **A&E** signs directions made finding the hospital a simple task. I do not know Colchester (apart from Waitrose!) so I imagine that were one in a panic, these signs are a godsend. They are truly idiot-proof and someone should be congratulated on this.

Upon arrival at the emergency desk, Ian tells me the staff were professional, polite and reassuring. I found a parking space easily and arrived to wait with my husband. The information screen said 3 hours but after 45 minutes a senior nurse called Ian and attempted to remove the tiny object from his eye. She was unsuccessful and explained

that she would call upon the services of a doctor and he should wait until called. Within an hour Ian had received medical attention from a doctor and the offending item removed and eyedrops given as follow up treatment.

I was so impressed at the way the ladies on the desk dealt with incoming patients. They were calm, polite and would have done credit to a top hotel reception. Some incomers were less than courteous but all were accorded the same polite reception.

We would like to thank you so much for the prompt, courteous and excellent treatment received yesterday evening, which has totally changed our views of the much maligned NHS trumpeted in the Press. I shall be writing today to Simon Burns MP (Health Minister) and Andrew Lansley (Secretary of State) to inform them of our superb treatment. My husband holds a senior appointment in the City and deals with our politician friends so hopefully our endorsement will feedback to you. I am sure you are quite used to receiving compliments from delighted patients.

By the by, you might explain to the duty staff that 'The Duchess' sitting waiting from 5pm last evening was dressed to dine out! I did hear another patient wonder at my semi-formal dress and call me the above!



“She came down to my grandsons level & made him at ease & laugh. She easily completed the required tests. Well done Susan.”

My grandson attended the **Children department** on 03 August 2012 for an eye test.

I would like to say a big thank you to Susan Devan & Jill Paxton for their care & professionalism dealing with my grandson.

I would like to nominate Susan Devan for an ‘At our Best ’ campaign Award, as she came down to my grandsons level & made him at ease & laugh. She easily completed the required tests. Well done Susan.

at our
best.



“His communication and people skills really were second to none and absolutely fabulous at keeping us happy at such a difficult time.”

I am writing to compliment one of your staff. Amongst the many staff that saw to my girlfriend Emma on Friday night/early hours of Saturday morning at **A&E** our Doctor who was called Peter really stood out. His communication and people skills really were second to none and absolutely fabulous at keeping us happy at such a difficult time. I believe he is a real asset to your hospital and someone whom I believe deserves great credit for both his professionalism and humour.

Although most of the staff were helpful, one did really seem as if they did not want to be there, I fully understand that it was late at night but nonetheless that is no reason to not smile or treat us with such a lack of respect.

I do hope that you can pass on and give Peter the credit he really does deserve. Thanks

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“She was a massive support to myself and my brother at such a sad time and deserves huge thanks ”

I wanted to write on behalf of myself, my brother and our families to thank the superb paramedics and ambulance staff and the wonderful staff on **Peldon Ward** for their care of our dad. He was admitted to hospital on 19th March with a chest infection which quickly turned to pneumonia and he was very poorly for a few weeks.

The consultant and the doctors were amazing and never gave up on Dad, trying so many different things until they managed to kill the infection that kept coming back. Dad was home for a while but his body had taken such a battering he never really recovered and sadly after a terrific fight he passed away on 19th June. I can't name all of the nurses (they were all superb) but Richard, Shirley, Katie (thank you Katie, just for being you!), Donna and Matt the wonderful Physio (thank you for listening to me when I needed it) and especially Sarah who was just marvellous when we knew that dad was not coming home, she was a massive support to myself and my brother at such a

sad time and deserves huge thanks, not just from us but from the hospital. Not to forget Anna and George who brought the food and tea round, dad always had a laugh with them and really though a lot of them (so did we), thank you. I don't think I have met such a genuinely, kind, caring and thoughtful bunch of people working in one place.

They all worked so hard faced with 4 dementia patients wandering the ward, which is extremely unfair on them and the really sick patients, but they just go on with it. We all knew they were short staffed, and this is something that should be addressed. My dad asked my brother and I to do 'something nice for everyone' so we decided to buy a picnic bench for everyone to use on their breaks as they always sat on the concrete! So Peldon Ward's amazing staff now have their own bench from our dad as a thank you for taking such good care of him and spending time talking to him it made a huge impression on him and on us. kind regards

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“Our sincere gratitude to all the staff involved in her care from the moment we arrived.”

On the 6th July 2012, our daughter was involved in an accident on a trampoline when she broke and dislocated her right ankle. She required surgery the following morning and stayed in hospital for a couple of nights.

As parents, you are very protective over your children and having never experienced this kind of situation before, we can honestly say that we've never been so worried, scared and upset; it really was awful.

The situation was compounded by the fact that I had just found out that my father was terminally ill with prostate cancer. I had just taken over his care and was due to take him to St Helenas Hospice for assessment when she had her accident, and it really hit me hard.

We are delighted to say that just after four weeks in plaster, her cast came off and she is just mastering the art of walking again – she has done brilliantly well. She really has been a super patient and coped fantastically well with her leg in plaster.

I wanted to take this opportunity to express our sincere gratitude to all the staff involved in her care from the moment we arrived at **A&E**. The Doctors, nurses, porters, radiographers, anaesthetists, absolutely everyone. I am sorry I cannot remember everyone's names but everyone we came into contact we're absolutely brilliant, not just with her but with us as well. We cannot fault the level of care that we all received.

Everyone was so kind, caring and helpful. I can remember Claire and George who were two of nurses on the children's ward, who she was fond of, in fact she named her hospital bear Claire. There was also another nurse who kindly made me a cup of tea the first night we were there as I was so distraught with all the events that had been going on. The acts of kindness, professionalism and care that received whilst at the hospital is an absolute credit to the NHS Service. We cannot put into words how grateful we are for everything that you did for us all. If it is all possible to track down everyone that helped us and pass on our thanks, We would be extremely grateful.

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“He spoke to Peter about how uncomfortable his recently delivered electric wheelchair is and within an hour an appointment was made”

A very quick note to say how pleased my husband is with CGH generally but at the present time he is extremely impressed with the **wheelchair service**. This morning he spoke to Peter about how uncomfortable his recently delivered electric wheelchair is and within an hour an appointment was made for him to visit on Monday. Brilliant.

I too have had a few operations on the cancer side, together with continuing care and appointments.

We are both so happy that we are registered with Colchester General Hospital.

Food awful – care extremely good.

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“How pleasant it was to see nursing teams with such a positive attitude, team ethic and togetherness that enabled them to deliver such a high level of care”

I am writing on behalf of HA who tragically passed away on the 10th July 2012, HA had a learning difficulty and was supported by a small team of support workers in his own home, some of whom had supported HA for a number of years.

HA was admitted to the Colchester General Hospital on Tuesday 3rd of July and initially spent time in the Critical Care Ward before being transferred **to Mersea Ward**. Unfortunately HA was diagnosed as terminally ill on the 7th of July and passed away days later.

I and the staff team who supported HA would like to say thank you for the excellent care HA received during his time at the Colchester General Hospital both from the **Critical Care Unit** and the Mersea Ward.

The nursing staff at both wards treated HA with respect and dignity throughout his stay and the overall quality of care was exceptional. The Nurses were so empathetic and also emotionally supported our staff team through what was an extremely difficult and distressing period and for that we are extremely grateful.

How pleasant it was to see Nursing Teams with such a positive attitude, team ethic and togetherness that enabled them to deliver such a high level of care in which we can only imagine, at times, in very difficult circumstances. Therefore we felt it was only right to give them the credit they deserve and put our appreciation in writing.

Also I would like to say a special thank you to Mike Pearce who supported and advised me throughout HA's stay in hospital and for that I am personally, also extremely grateful.

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**“There are few thank you’s
these days and I would be
obliged if you could identify
them and pass on my
thanks”**

Due to Essex County X-ray dept being closed on Friday (10.8.12) I was re-directed to CGH **X-ray dept**

There I was seen by pleasant and very helpful staff, a tall man (think he was a radiologist) and the radiologist who took my photos, I think her name was Amanda. I think they were in Beta ward

I just wanted to say thank you to them both because they made my visit stress-free and quick, I was in and out in 20 minutes which was ideal as I had had to take the afternoon off work for this x-ray.

Their demeanour and smiles were brilliant.

There are few thank you’s these days and I would be obliged if you could identify them and pass on my thanks.

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best.



“I was really impressed with Colchester Hospital as a whole, for cleanliness, friendliness, professionalism and overall care”

I can't thank my TEAM G B (GALL BLADDER) enough. from **Elective care** to **Mersea Ward**. Doctors, Nurses and all staff a big thank you.

I had my operation on 31st July and I was really impressed with Colchester Hospital as a whole, for cleanliness, friendliness, professionalism and overall care. You are a brilliant team and deserve GOLD.

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“The staff I saw were excellent, explained all aspects of the procedures clearly, answered all my questions in readily understandable ways and performed their work in a very professional and friendly manner”

I attended the hospital for a **myocardial perfusion test**, under stress last week and at rest test this week. The staff I saw were excellent, explained all aspects of the procedures clearly, answered all my questions in readily understandable ways and performed their work in a very professional and friendly manner. Thanks to them all. Previously I had attended the cardio-respiratory clinic for an assessment and again the nurse I saw was outstanding both professionally and in her manner towards me. And everything on all three visits ran to schedule, too! And especially with those who treated me and their line managers and associated medical staff, I hope!

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