



Insight Bulletin

December 2020

Every year thousands of people share their experiences of health and social care with us: we hear the good and the not so good, and share these experiences with commissioners and providers to ensure the voices of the people of Surrey are heard.

2020 has been an exceptionally difficult year: difficult for the people of Surrey, but also very difficult for those who keep us safe, well, supported and cared for.

This bulletin is to say *thank you* to you all. The positive experiences we share here are just an example of what we hear, and praise excellent healthcare, responsive services, care and compassion to be proud of.

Seasons Greetings and best wishes for the New Year.



January

"She found the staff very welcoming, efficient and the minimum of time between a variety of tests. The Consultant was excellent! Not least that he gave her the wonderful news, everything was normal and he was discharging her. She left the hospital with a spring in her step."



February

"My GP was supportive and they referred me to IESO and Catalyst for therapy which got me back on track- I had 12 sessions and through them got introduced to the 'The Welcome Project' (Catalyst). I'm volunteering with Catalyst now and hoping to get a full time job with them. They are amazing. The Recovery college has also been a great support."



March

"The ambulance seemed to appear within minutes. The ambulance crew were very calm and professional and assessed the situation before providing any medication. They provided antihistamine initially then adrenaline before taking her to Frimley Park Hospital. She was taken to resus where the nurses and doctors were waiting to assess her. She said that the care they received from the ambulance crew, the nurses and doctors was excellent. They kept her aware of what was happening at all stages of her stay in hospital and provided medication and instructions if the allergic reaction came back on discharge."



April

"I went to the pharmacy to get my mother's prescription for her as she is self-isolating as in vulnerable category. They were so cautious and professional. Two people allowed in the pharmacy at one time. Door only opens by staff. Staff behind perspex counter and wearing masks and apron and gloves. They were very polite and informative and offered to deliver the medication next time round."



May

"The Nurse came on the phone and said that she had just come from my father's room and that he had just died. The nurse's compassion on a one to one level was outstanding. She explained the sequence of events clearly and I was so upset, said she could call back which she did 30 minutes later, and repeated everything in detail with the same level of compassion."



June

"We have been very impressed with the way Adult Social Care Services have responded to our urgent needs for my parents especially during the difficulties brought about by the Coronavirus situation. My Mother's condition (Parkinson's) deteriorated suddenly and dramatically just as Lockdown began and we have been so grateful for the excellent help we have received from Adult Services."



July

"His rheumatologist is amazing and really knows his patients and as he was really involved in my husband's care when he had sepsis, he took the care to write to him about shielding which is amazing".



August

"Every time we go, she remembers our name, comes out to greet us personally, knows how to deal with my partner (Specialist dentist/patient with dementia)."



September

"The Mary Francis Trust have been really supportive and I've used more services in lockdown than I would normally as I don't drive so it's hard to get to my nearest site."



October

"I was referred for a flu jab by my GP surgery and booked an appointment, which due to the Covid-19 pandemic, was offered at Blackbushe Airport. There were no queues and despite heavy rainfall the staff were professional and cheerful. Although I had to drive out to Blackbushe, the service provided was excellent."



November

"I was prescribed a 1 week course of antibiotics by my GP. I was surprised and delighted to receive a follow-up telephone call from the GP after I had completed the course to find out how I was."



December

"A female GP took my complaint seriously - I had x-rays taken and am now receiving treatment with follow-up care. Kingston hospital outpatient services have been good with referral and diagnostics."