

Topic 2

Learning and taking part in cooking skills and gardening skills and woodwork sills
and learning psychology sills and learning and taking part in keeping fit. Fit sill
and keeping fit and health skills, eating healthy.

The male staff are horrible. One shouts at me all the time, and makes me cry in my
bed. Please employ more understanding female healthcare, one laughs when your in
distress.

Listen to service users and not be so judgemental. We know how we feel not you.
Don't speak in such a condescending way. We are not children. Be honest and don't
use intimidating tactics. Make sure service users are stable and able to cope before
discharging them back to GP. We are not numbers but individuals. Improve waiting list
times. Think of the language you are using to vulnerable unstable service users. This
can have a massive impact on building relationships with your staff. Whole experience
was very distressing and wouldn't use again.

Distraction packs, weekly visits to my <pack ?>

Receptionist Beaumont Leys didn't ring the incontinence nurse to tell her I'd
arrived . So I waited 20mins before she knew I was there. Very bad . My apt took
nearly 2 hrs instead of 1 hr as per letter and there was no water for patients to
drink I was very dehydrated.