Topic 11

Very friendly and helpful, informative. Emailed to me promptly and a copy of the exercise programme and posted me a band in a timely manner.

Fast response, clear InstructIons and follow up paperwork.

The taps in patient toilets (Burns unit) could be improved to MIXER taps. Hot water v hot n cold water v cold, yes there was a warning label about hot water. The taps were difficult to manipulate – round, esp when have burnt hands n arthritis, etc In paperwork sent preoperatively, all inclusions were about COVID, 5 pages in all And NONE at all about the preoperative prep, surely an oversight for patients coming in for operation!! I had hoped for specific info about fasting instructions and the antimicrobial prep (previously in another hospital for similar op, required to use antiseptic wash for 5 days prep with detailed instructions re: daily prep in run up to Day of op.) I the event I followed the instructions from the previous occasion...

The physio was very clear about my condition also very clear with instructions on exercises. Very thorough with his examination of my areas of pain, staff very friendly and helpful and explained everything clearly and concisely.

Quick response, detailed phone call. Sent clear instructions.