

## **Appendix 5**

### **Examples of praise received by PALS during Quarter 1 (April to June 2012)**

#### **The Victoria Centre, Swindon**

'My grandfather is currently in the Victoria Centre. First of all I'd like to commend the staff for the care they have given my grandfather. They have been very approachable and polite whenever we visit and a credit to the NHS.'

#### **Psychological Therapies**

'Thank you doesn't begin to describe how truly grateful I am and always will be for your support, help and encouragement these past couple of years. Without your guidance I would never have made it to the place I am today. My life has changed beyond extremes, and I hope I can repay all your hard work and effort by maintaining my health, happiness and positivity and promise to always look back and reflect on all you taught me.'

#### **Aspen Unit, Callington Road**

'I would like to thank you all at Aspen Unit, for looking after me so well during my time there. I will never forget you. You helped me get my life back.'

#### **Silver Birch Ward**

'I would like to thank one and all who helped me recover from my illness during 2009 to 2011. You were patient and honest which was much needed as I had buried my head in the sand for over 5 years. To all who sat with me and gave me your time. I have given up drinking.. and I now help others in the same situation. I am also hoping to return to employment in next few months'

#### **South Bristol Recovery Team**

'I am writing so that you may pass on my extra thanks to my care worker. She has been vital to my recovery so far and I would not have been able to regain some of my confidence without her. She has always been kind, listening to me and encouraging me even when I have felt at my least able to motivate myself.'

#### **Swindon Recovery Team**

'I am writing to commend a member of staff of the Mental Health Trust. I have been a patient with mental health problems although I am now about to be discharged. I have had the good fortune to have \*\* as my CPN. He has played the single most important role in my recovery. He is reliable, professional, and caring. He has a high level of expertise and experience and yet he is quite unassuming. Not only has he been a source of support for me but he has also been important in helping my husband and children to cope with the stresses and uncertainties involved with having a family member in crisis.'

## **Examples of praise received from real-time surveys April 2012 - June 2012**

### **Acute Adult Inpatient SBU**

The weekly meeting are helpful.

New arrangement for handover. Pleasant and cheerful staff.

### **Adult Community SBU**

It has given both me and my wife opportunity to talk about the situation and to feel that we are starting the process of my recovery.

They take a lot of weight off my shoulders, reassuring, a very well-trained crew.

### **Liaison and Later Life SBU Inpatient**

The care I receive is excellent.

Good atmosphere on ward, approachable staff, support given.

They treat you fair. They don't boss you around. They are very good. They are very helpful.

### **Liaison and Later Life SBU Community**

The issues that were giving me most concern were discussed and ways of problem solving these issues explored.

It helps me to get out of the house and meet people and do some artwork which is a great way to get some satisfaction from the day.

### **Specialised & Secure Services SBU**

The new horizons and its staff has been a life saver to me and my family. I am so very grateful for the service they give and there understanding. I have never once been made to feel silly about my fears just complete understanding and care.

My care team at Windswept has been excellent, staff are always there for me and understand my needs. When I need to talk staff make themselves available. If it wasn't for the staff at Windswept I wouldn't of got this far in life, they have helped and supported me in moving on and been there to pick me up when I needed it.

It's many years since I've met so many good, nice people. The nursing staff and domestics are incredible, they work so hard.

### **Specialist Drug & Alcohol Service SBU**

All the information was helpful.

Planning for detox and aftercare (information was helpful).