

## **Appendix 5**

### **Examples of praise received by PALS during Quarter 2 (July to September 2012)**

#### **Swindon Psychological Therapies**

'I am so grateful to you for everything that you have done for me. Without your encouragement and support, I doubt that I would have had enough courage to pursue the exposure and response prevention therapy to any meaningful extent. You were fantastic and your help has made a massive difference to my life.'

#### **Laurel Ward, Callington Road Hospital**

'I would like to take this opportunity to say a special thank you to you and all the members of the nursing team for the support and kindness and medical care afforded to my brother in what has been a difficult time for him. He has made, under your supervision, good steady progress to such an extent that he can enjoy life in a more orderly and dignified way, on my last visit it was just great to see him more relaxed and at peace with himself. I fully appreciate that there will be difficult times ahead but we can see that he's settled down and there is a certain quality to his life which was not evident when he was first admitted to hospital, it makes visiting that much more rewarding.'

#### **Imber Ward, Green Lane Hospital**

'Just a note to thank all of you at Green Lane Hospital who gave a lot of time helping to get \*\*\* , my daughter, back from her darkness'

#### **BaNES Recovery Service**

'In this busy world we sometimes forget there are still nice people who do nice things. Thanks for being such a wonderful reminder.'

#### **Bristol Memory Service**

'I wish to convey our thanks to a member of staff for all the help she has given to my father. I have been impressed with her professionalism and duty of care towards him and such support has made a difference to his life. Not only has she visited and followed up with phone calls her intervention in securing him a place, once a week, at a luncheon club for the elderly, is something that he now looks forward to.'

#### **STEPS Unit – Eating Disorder Unit**

'Wanted to say thank you for all your support over the last couple of years. I know at times it couldn't have been easy. I'm grateful to you for continuing to see me throughout everything.'

#### **New Horizon Mother and Baby Unit**

'I want to thank you all so much for the amazing care I've had for the second time. I am so impressed by the expertise, compassion and dedication of all the staff at the unit – as a family we are all very grateful for your support.'

## **Examples of praise received from real-time surveys July 2012 - September 2012**

### **Acute Adult Inpatient SBU**

Very welcoming and calm.

I have had the good care and help that I need.

Every day good conversation, chats when needed.

Very good facilities. 5 star.

### **Adult Community SBU**

Today's appointment was great. I was so nervous and scared but my mind was put to rest right from the start.

Someone cared and listened

I was able to explain my thoughts and feeling and discuss how I could improve my daily life.

I can talk without being judged.

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

Being in the company of other that understand my illness

I have found the staff really helpful and communicate well with patients.

Staff very helpful, comfortable setting, warm and friendly atmosphere which helped settling in.

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

I can discuss things and be understood

The appointment gives me time to talk to someone who understands how I feel.

I was able to work through my list of concern and felt supported in making decisions.

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

I think you do a good job here.

Helped me greatly with my ongoing support.

Always treated like a human which is nice.

Rock Hall is brilliant. Everyone is lovely. I always feel welcomed and respected.

**Specialist Drug & Alcohol Service SBU**

I have never been treated unfairly

I would like to say on behalf of myself and my partner's that every time we come to see you at SDAS we receive 10 out of 10 treatment. Very happy.

SDAS has a great service.

I think that Colston Fort has treated me excellently.