

FEEL GOOD FRIDAY

The Patient Experience Team

The Patient Experience Team work across the whole Health Board and each week we are inundated with supportive comments from our patients, families, and their carers about the care they have received from the staff of Hywel Dda University Health Board. These comments are collated from various sources including The Big Thank You, The Friends and Family Test, our Compliments System and the NHS Wales Experience Survey. We will be sharing a selection of these wonderful comments with you every Friday.

THE BIG THANK YOU



MINOR INJURIES TEAM - PRINCE PHILLIP HOSPITAL

The team in the Minor Injuries Unit, Prince Phillip Hospital received a big thank you certificate from a patient.

They was praised by the patient saying;



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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

I went to the minor injuries today after snapping my Achilles' tendon. The staff in Minor injuries, X-ray, plastering, and porters were fantastic, all easy to talk to and very friendly. They made everything clear and told me about what and why they were doing it. I also noticed how good the staff were with all the other patients from a one-day old baby to older people. The whole team and system was excellent and I'm so grateful for the reassurance and care. Diolch Matthew.



HEALTH BOARD COMPLIMENTS



Glangwili, CDU - Thank you so much for the care and friendship while I have been on the ward.

Withybush, Audiology Department - I brought my mum in for an appointment and the department was so efficient. Thank you for all the help and advice we have been given.

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Please use the new compliment QR code or link to share your team success with others.

<https://secure.membra.co.uk/ExperienceH DUHB/m/preliminarypage.aspx?Lang=EN&&ID=11>

If you would like to know more about the tools, we use to capture Patient Feedback please contact:

Patient.Experience2@wales.nhs.uk



Patient Experience Team
Tîm Profiad Y Claf