

Patient Experience Feedback

April 2018

Our Leg Ulcer Service provides care to patients across South Somerset and CLICK Federation areas. Patients are asked to provide feedback on their care when their treatment is completed. The following provides a summary of the feedback received during 2017/18.

Of the responses received:

- 87% of patients said our leg ulcer leaflet sent with the appointment information was very helpful, with the remainder saying it was fairly helpful
- All patients said they felt welcomed when they arrived for their appointment
- 95% of patients said they felt the nurses at the clinic were caring and had time to listen to your comments
- All patients said they received satisfactory answers to any questions they had
- 95% of patients said the nurses at the clinic were excellent at explaining tests and treatments
- All patients said the nurses at the clinic involved them in decisions about their care
- 97% of patients were very satisfied with the service received, with 3% satisfied.

Comments received include:

- Excellent care with excellent nurses - nice smiley faces - very easy to talk to. I am giving them ten out of 10. Well done and thank you so much.
- The nurses were friendly, calm and professional. I cannot think of any improvement which needs to be made or can be made; how can you improve on perfection?
- All the staff were both very helpful and informative. I cannot thank them enough. Thank you.
- I wish my nurses at my surgery were as good.
- Nursing staff extremely kind and caring.
- Wonderful service. Lovely ladies did me proud and got me feeling well again. Thank you.
- The nurses I have seen have been excellent. Brill. Thank you for everything.
- Nurses were very helpful, and did an excellent job, I was very pleased with the treatment and always left with a smile.
- A joy to meet. Wonderful nurses.
- The nurses created a friendly atmosphere and one felt any questions would be answered truthfully. This is an excellent service.
- Very good nurses and treatment, so kind and got me through a very traumatic time.
- Very helpful and considerate of my available appointment times due to being a carer.
- The service could not be any better, it was first class.
- The two nurses I saw in Ilminster were two of the nicest caring people to meet, worth their weight in gold. I will miss seeing them each week.
- Brilliant service - extremely professional. Couldn't praise enough.
- This service was excellent in every respect. The two nurses could not have been more helpful or encouraging. They were wonderful. Thank you for the much needed service.

Thank you to our patients who responded to this survey.