|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| June 2021 | Thank-you card | To Lisa…Just to say thank you for all you have done for me these past few weeks.  Best wishes |  |  |  |
| July 2021 | Telephone | Would like to thank Steve for all he did to help her with her husband – couldn’t praise him enough |  |  |  |
| July 2021 | Card | Thank-you  “Smashing Cup of Tea” |  |  |  |
| July 2021 | Card | Dear Karen (Matysiak) Thank-you so much for sorting my prescription. It is greatly appreciated. |  |  |  |
| July 2021 | Email | I can’t remember which member of admin helped me this week sorting out my fit notes, but she sorted it out for me and was efficient and was great . So just sending a Thank you. Take care xx |  |  |  |
| August 2021 | Email | Just spoken to a patient’s wife who was very complimentary about Donna when she visited yesterday and added she is a lovely lass |  |  |  |
| August 2021 | Email | Hi. Just want to send this e mail to say that I think we have the best reception staff, so polite,  friendly and helpful. Sharon especially is always so happy and friendly. People are very quick to complain but never quick to compliment. Also a great shout out to the Doctors too (apart from 1) and especially to ANP Steve Agar and Richard Phillips who are absolutely brilliant. Think you've all done a fantastic job throughout this last 18 months. Well done. |  |  |  |
| August 2021 | Telephone call | Patient would like to send much appreciation to LISA WILSON for all your help this afternoon, thank you for sorting it all out. Well done Lisa xx |  |  |  |
| August 2021 | Telephone call | Patient called to say it has been a real pleasure to speak to Dr Ahmed and what a lovely, lovely Dr & man he is. Well done Dr Ahmed. |  |  |  |
| August 2021 | Message | Dr Johnston rang a lady this morning regarding her 12-month-old little girl. He advised her to take baby for Covid swab and following this he saw her in the red room. He prescribed antibiotics but the mother was not allowed to collect them due to baby having had a Covid swab and her partner is working away. So, Dr Johnston went and got the prescription from the pharmacy and took it to her car for her. He went over and above for this 12-month-old baby and the mother wants to show her appreciation and gratitude to Dr Johnston for this kindness. |  |  |  |
| September 2021 | Telephone call | Patient would like to say how good Dr Nabi is; thanked him for everything. |  |  |  |
| September 2021 | Telephone call | Big shout out to Dr Ahmed. Patient could not sing his praises enough, even said she loves him! Really kind and considerate at all times and above and beyond always. |  |  |  |
| September 2021 | Telephone call | Patient has called to say a big, huge thank-you to Dr Herrero for your diagnosis and been understanding and kind. Well Done Dr H :) |  |  |  |