

PATIENT STORY

Critical Care, The Northumbria Hospital (interviewed in April 2017)

I'm diabetic and was brought in by ambulance after collapsing at home.

The teamwork on this Unit is amazing, like a well-oiled machine. The handovers are extremely thorough and everything runs so smoothly.

The staff are brilliant, every single one of them, showing sympathy and empathy. I've so many of their names going around in my head, including Heather and David, who've been fantastic. They're gentle when carrying out procedures and I'm not even disturbed when they do my observations during the night. Staff are discrete with my personal care, so I don't feel embarrassed or that I'm a nuisance.

New staff introduce themselves by name and ask if I need anything.

I've had a lot of information, but it's always re-iterated later, and staff make sure that I understand what I've been told. The doctors and nurses take care to ask if I remember what's been said before and fill in any gaps which I've forgotten, making sure I know what it all means. I'm encouraged to ask questions.

My care is well coordinated and I'm impressed that they've even contacted a specialist nurse to educate *themselves*, as well as me, about certain aspects of my condition and treatment.

My family have been put at ease when they've asked questions.

The cleaning is brilliant and the cleaners are lovely. I had a good old chit-chat with one of them yesterday.

The only improvement could be having a commode beside the bed so that I can be helped to use it quickly, rather than having to wait while staff go off to find one.

Normally I'm clamouring to get home, but this time I want to stay and make sure that I'm right.

I'd give gold stars all round- the staff are unbelievably caring and compassionate. I'd praise this place to the rooftops.