

Summary of comment cards from Sexual Health Clinic (CoCH)

('y' means patient wrote their name on card and was happy to be contacted)

Comment Cards Report - Dec 2013 to June 2014

Dated	Rated	Feedback given	
None	Excellent	Friendly, helpful and couldn't ask for a better visit. Thank you	
None	Excellent	The staff here were very kind, seeing me at short notice when the clinic was full. More helpful than any of the other 2 sexual health clinics I have visited in the past month for my condition. Lots of helpful resources and literature available on site and kind and compassionate helpful staff all round	
None	Excellent	Wonderful service and staff. So much better than any sexual health clinic in London!!	
None	Excellent	The kind, sensitive support was invaluable to ease distress and encourage involvement. Information/advice second to none. Thank you!	
None	Excellent	Today was going to be very nerve-wrecking. However, the service I received put me at rest. The doctors I saw were very informed, gave me great advice and left me feeling secure. I would recommend this clinic to anyone.	y
None	Excellent	Doctor was very helpful and reassuring. All staff made me and my partner feel very comfortable.	
None	Excellent	Excellent. Problem explained very well. Sensitive to feelings. Approachable. Relaxing.	y
None	Excellent	-	
None	Satisfactory	I would have preferred Christmas music on as it is November!	
23.12.13	-	Brilliant, helpful, available and quick.	
31.12.13	Excellent	On the mobile phone reminders which states 'don't forget your appt' etc, it might also be useful to include the time and date. I am not usually forgetful but occasionally we all 'fall down'!	
23.12.13	Excellent	Very quick to get an appointment.	
23.12.13	Excellent		
23.12.13	Excellent	Fantastic service, very useful.	
23.12.13	Excellent	Excellent service. Short notice appointment possible. Kind and understanding staff. Indispensable service.	
30.12.13	Excellent	I have visited the clinic several times over the past 12 months with a condition I was unable to obtain help for via my GP. Seeing specialist doctors and consultants has been invaluable, far better service than I received via my GP. Thank you.	
28.01.14	Excellent	Once at hospital, service provided was excellent. Quick and friendly staff. On phone prior to visit I felt rushed and was not able to explain my symptoms.	y
14.01.14	Excellent	Fantastic service. Excellent availability of appointments. Very knowledgeable and approachable staff. Very pleased.	
14.01.14	Excellent	Doctor saw me on time. Very professional and insightful.	
10.01.14	Excellent	Fantastic service, lovely staff – an absolute life-line to get help for sexual health problems. Tried at GP and level of care far below – no understanding of problems and very judgemental attitudes. An amazing service. Thank you.	y
09.01.14	Excellent	The appointment started a little bit early which is always nice. Both Dr Gail and the lady doing my blood were very friendly and helpful. I never felt any judgement. Very satisfied.	y
02.01.14	Excellent	Dr O'Mahony was excellent – very helpful, not intimidating at all. Much better than any GP I've seen.	
08.01.14	Unsatisfactory	I have an appointment at 11.30am, it is now 12 noon and several people have gone in before me. I can guarantee if I turned up 30 mins late I would not be seen??? What is the point in appointments if you are not going to stick to it within 10-15 mins.	
14.02.14	Excellent	Very happy with service provided. Thank you.	
11.02.14	Excellent	Great service, made me feel very comfortable in a very personal embarrassing situation. Felt at ease and glad I came here rather than visiting my doctors.	
04.02.14	Excellent	Great service. GP unaware of my condition.	
05.02.14	Excellent	The staff were extremely helpful and professional. They made a difficult situation easy to cope with. Very sympathetic and explained things clearly. This is an essential service and could not be provided by my GP.	
13.02.14	Excellent	So much more non-judgemental than Shrewsbury. Put patients at ease. Friendly. Thanks. (Inpatient)	y
31.03.14	Excellent	Amazing, lovely people. Put me at ease about my problems straight away. Compassionate through and through. Excellent clinic, can't praise enough.	y

25.03.14	Excellent	Wonderful staff	
25.03.14	Excellent	The best service I ever had. The doctors are very good especially Dr O'Mahony. Thank you.	y
04.03.14	Unsatisfactory	I waited an hour to be seen when I had an appointment!	y
10.04.14	Excellent	Made appointment Monday, was seen Thursday. Very friendly. Made me feel calm under difficult circumstances.	
11.04.14	Excellent	Excellent treatment. Very good advice. Highly professional.	
15.04.14	Excellent	Excellent – made to feel very comfortable. Friendly, helpful staff.	y
11.04.14	Excellent	Friendly, understanding and fantastic service. Easy to get appointment, really important given nature of the service.	
11.04.14	Excellent		
24.04.14	Excellent	Dr Gail Bell was outstanding. Very supportive, patient, helpful, etc. Couldn't have asked for a nicer doctor to talk to. Thank you! Natalie – receptionist was very helpful, welcoming and smiley. Again, thank you!	
22.05.14	Excellent	Please keep late evening appointments on Tues / Thurs – very handy. Staff were super friendly.	
22.05.14	Excellent	I was treated by a very warm, professional and knowledgeable young blond-haired doctor named Sarah who made by experience relaxed and very helpful. She is the ideal model for patient treatment.	
20.05.14	Excellent	I personally find the service of the clinic excellent. However, it is awkward to attend HIV clinics mid-week during the day – could an alternative service be found ie; eve/weekend?	
09.05.14	Excellent	Very helpful, put me at ease and settled my fears. Clinic times are very accessible which means I can make an appointment that suits me.	
16.05.14	Excellent	Dr Colm O'Mahony was superb – professional, relaxed, reassuring and has given me a huge degree of comfort. Thank you so much.	
19.05.14	Excellent	Every member of staff that I had contact with (4 of them) was very reassuring and quite amenable.	y
09.05.14	Excellent	Best experience I have had with doctor of any sort. Feel million times better.	
02.05.14	Excellent	Very fast and friendly service. Booked and seen to within an hour of booking. Very informative and helpful information.	
01.05.14	Excellent	Always friendly, helpful, non-judgemental and able to put patient at ease. I would trust this clinic implicitly and would always attend here as my only choice. (My GP has previously mis-diagnosed an STI as a urinary infection and prescribed tablets that would have masked my symptoms – I will never go to my GP about sexual health matters as a consequence). Thank you.	
09.06.14	Excellent	Very friendly staff putting me at ease with a quite uncomfortable topic. Thank you.	
09.06.14	Excellent	The staff (nurses and receptionist) were very friendly, polite and helpful. Dr Wendy was really helpful and awesome at answering my questions and helping me out, giving advice. Well done Keep up the good work. Many thanks.	y
16.06.14		Excellent service and treatment. This is a lifesaver service because the doctors make you feel comfortable and understand unlike GPs who can be judgemental and inexperienced with sexual health issues.	
03.06.14	Excellent	Very easy and quick to make an appointment and a friendly and efficient service.	y

Comment Cards Report - July 2014 to 18 August 2014

Dated	Rated	Feedback given	
26.06.14	Excellent	The service was quick, thorough, professional and everyone has been very sensitive.	
01.07.14	Excellent	Very welcoming and informative treatment. Lovely receptionist, very helpful	Y
15.07.14	Excellent	Felt the service was exemplary, very thorough, picked up on things not picked up on by my regular GP. Please do not shut down, provides the very best service.	
18.07.14	Excellent	Phoned at 8.30 and spoke to Fay. She fitted me in with an appointment for 9.30. The service, professionalism and efficiency was exceptional from her and also from Dr Suzanne Currie.	Y
22.07.14	Excellent	Helpful and attentive staff – put me at ease.	
22.07.14	Excellent	Fantastic service – so much better and efficient than the GP. Excellent.	
23.07.14	Excellent	Excellent quick service. Was given an appointment the next day. Thank you.	
25.07.14	Excellent	This service could not be offered by a GP Surgery. Sexual Health doctors and nurses are used to seeing and recognising STD symptoms. Some GPs from my own experience are not confident in diagnosing things and don't want to look. Nurses should have sufficient training to be able to do this job though as in the past at another hospital a trainee nurse was unchaperoned and misdiagnosed me.	
25.07.14	Excellent	----	Y

28.07.14	Excellent	Exceptional service. My first visit to sexual health clinic and initially nervous and concerned. From reception staff to the doctors consultation and the nurse I was kept at completely ease and treated wonderfully. Thank you so much.	
29.07.14	Excellent	Great care given and solved a problem Manchester hospital couldn't.	
29.07.14	Excellent	Excellent, Very friendly and helpful.	
29.07.14	Excellent	Would have waited longer at doctors.	Y
30.07.14	Excellent	The two ladies who treated me were fantastic. I had never been before but they were so friendly and reassuring. Also the lady on reception had a very warm and welcoming manner. It was no way near as clinical as I was expecting.	
01.08.14	Excellent	The service was perfect. The staff were friendly and reassuring. The doctor was one of the best I have ever seen. The doctor showed understanding of my concerns and responded perfectly to address them. It was also easier to get an appointment at the clinic than at my own GP.	
05.08.14	Excellent	Very friendly and professional – Dr Colm O'Mahony?	
-	Excellent	----	
-	Excellent	Very friendly nurses; did everything they could to help. Thank you.	
-	Excellent	Friendly, professional and helpful.	
-	Excellent	Superb. Thank you.	Y
13.08.14	Excellent	Absolutely brilliant service. Staff, from coming in to leaving, gave me the help I needed. I couldn't have gone to my GP with this problem. Thank you.	
13.08.14	Excellent	Apart from the wait in the waiting room, the service was excellent and reassuring	
13.08.14	Excellent	The services and team at the sexual health clinic are amazing and truly excellent. The support, time, education, manner and overall care of these services are an invaluable team. I cannot thank you enough and highlight the important role this plays in our society.	Y
14.08.14	Excellent	The service I received was very good, couldn't fault any of the staff	Y
18.08.14	Excellent	The service, treatment and advice I received was outstanding. I feel so much better after being seen today.	Y

Comment Cards Report - August 2014 to October 2014

Received	Location (exact)	Description	Outcome
28/10/2014	Sexual Health Clinic	Excellent service. Phlebotomist was brilliant. Have a fear of needles. She was very direct, which works, yet not so direct she seemed impersonal.	
07/08/2014	Sexual Health Clinic	Excellent service. The service was perfect! The staff were friendly and reassuring. The doctor was one of the best I have ever seen. The doctor showed understanding of my concerns and responded perfectly to address them. It was also easier to get an appointment at the clinic than at my own GP.	
07/08/2014	Sexual Health Clinic	Excellent service! Very friendly and professional - Dr Colm O'Mahony.	
08/08/2014	Sexual Health Clinic	Unsatisfactory service. Refused implant after waiting an hour and a half. Joke of a service.	Dr Nicola Mullin later phoned and spoke to the patient who tried to get her implant fitted at the Stanney Lane Community Clinic . Her patient notes clearly state why she was medically unsuitable to have an implant fitted that day. Patient waited 1.5 hours which is a long time. We now have more fixed appointments for complex procedures like this to remove them from the 'walk in' clinics.
21/08/2014	Sexual Health Clinic	Excellent service. Friendly and informative.	

21/08/2014	Sexual Health Clinic	Excellent service. The black haired doctor, Sarah, was, as always, incredibly friendly, helpful and professional. All staff should follow her excellent patient treatment example.	
21/08/2014	Sexual Health Clinic	Excellent service. Amazing service. Staff are super friendly and efficient. I struggle to see my GP (2 month waiting list) and most out of hours contraception clinic are for under 25's. This clinic is fantastic with quick appointments.	
21/08/2014	Sexual Health Clinic	Excellent service. Very helpful and prompt service.	
27/08/2014	Sexual Health Clinic	Excellent service. Staff were great. The nurse taking bloods was quick and very efficient.	
27/08/2014	Sexual Health Clinic	Excellent service. Very thorough investigations which were well explained. Reassurance and caring high on staff agenda throughout. Staff remembered me on all occasions which made me feel cared for and less stressed.	
27/08/2014	Sexual Health Clinic	Excellent service. Apart from the wait in the waiting room, the service was excellent and reassuring.	
27/08/2014	Sexual Health Clinic	Excellent service. Absolutely brilliant service. Staff - from coming in, to leaving gave me the help I needed. I couldn't have gone to my GP with this problem. Thank you.	
27/08/2014	Sexual Health Clinic	Excellent service. The service, treatment and advice I received was outstanding. I feel so much better after being seen today.	
27/08/2014	Sexual Health Clinic	Excellent service. The service I received was very good. Couldn't fault any of the staff.	
27/08/2014	Sexual Health Clinic	Excellent service. The services and team at the clinic are amazing and truly excellent. The support, time, education, manner and overall care of the services are an invaluable team. I cannot thank you enough and highlight the important role this play in our society.	
27/08/2014	Sexual Health Clinic	Excellent service. Superb. Thank you.	
09/09/2014	GP Great Sutton Medical Centre - WCPCT	Excellent service. A very professional and friendly service. All handled with the perfect balance of courtesy and professionalism.	
11/09/2014	Sexual Health Clinic	Excellent service. Very sensitive question can get asked but service was extremely professional. Never felt like I was being judged at any point. Very positive experience.	

30/09/2014	Sexual Health Clinic	Excellent service. Do not close this service down as it is very useful and helps reassure you. Much better than my GP.	
30/09/2014	Sexual Health Clinic	Excellent service. The best service. Considerate. Informative. As enjoyable as it can be.	
10/10/2014	Sexual Health Clinic	Excellent service. Doctor was very pleasant and professional. She made me feel at ease and was sympathetic. I feel I had the best service to date. Thank you.	
10/10/2014	Sexual Health Clinic	Excellent service. Very sensitive staff - sympathetic and professional. This approach is essential in this clinic.	
23/10/2014	St Martins Clinic	Excellent service. Dr Lynn price and Phlebotomist, Sarah, both very good. I felt at ease and that was the most comfortable blood test I've had! Much appreciated.	
28/10/2014	Sexual Health Clinic	Excellent service. Wonderful service over a number of years. Disgraceful break-up of a vital service to the gay community on cards. Danger to users of the service as far as I can see.	
09/09/2014	GP Great Sutton Medical Centre - WCPCT	<p>Excellent service. Very friendly and approachable. Dr Mullin was very professional yet relaxed. She was very gentle. Telephone booking lady was equally professional and helpful.</p> <p>Negative - shorter waiting time - made booking in April. Difficult to actually speak to someone to make the booking.</p>	