



hello my name is...

Jenny Kay

Senior Nurse

Patient Recognition Award



@UHL_DOE

PatientFeedbackMailbox@uhl-tr.nhs.uk



- The Trust receives vast amounts of feedback, majority of this is positive
- It is important to share and celebrate this positive feedback with staff
- Currently only includes feedback from inpatient, maternity, Emergency Department and day case areas
- Plans to expand this in the future

Method

- Using the word cloud report within the Meridian software the staff members are identified



- Positive comments naming individual staff
- Named five or more times in a three month period by individual patients
- Assistant Chief Nurse presents the award
- All of the comments are shared with the team



*"A special thank you for **Sally** for all of her support and looking after me so well"*

*"**Sally** was lovely, reassuring and very helpful, especially when I thought I was going to faint"*

*"**Sally** the Staff Nurse was excellent. She really went the extra mile"*

*"**Sally** was great she always had time to listen to me and made me feel comfortable"*

*"It's always good to see **Sally** she is always polite and smiles. She makes your stay better, what a nice lady, Thank you"*

*"Everyone was very kind and helpful especially Nurse **Sally**"*

*"**Sally** made us feel at ease – We were genuinely cared for"*



Winners so far!



University Hospitals
of Leicester
NHS Trust



A decorative wavy line at the top of the slide, transitioning from purple on the left to blue, green, yellow, and red on the right.

Any Questions?

An illustration of a diverse group of ten people of various ethnicities and ages, standing in a line and smiling.

**Patient
Feedback**
Driving Excellence