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# The Big Thank You

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# This is about ...

- Making it easier and safe for people to give positive feedback about their experiences
- Challenging our default focus on fixing the problems
- Understanding the bigger picture – regaining balance in feedback
- Getting under the skin of what it is that we have done well
- Feeding this back to the front line – recognising and reinforcing the good work
- Nurturing our staff who provide good care





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## To put it better ...

“ All carried out their duties efficiently, effectively and with a high level of care. Such a contrast to what appears, too often, in the press. Why not include this sort of feedback in the press, in the reports to management, and in feedback sessions with the staff. They make the NHS what it is and they need to be told, more often, that they are doing a magnificent job in what are often very difficult circumstances. Where does my experience appear in the statistics? Job well done and renewed thanks to one and all. ”





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# What does it look like?

Two simple questions on our online feedback page:

1. Who would you like to say thank you to? This could be an individual or a team. It would really help if you can please say where they work so we can find them and send them a thank you letter.

2. And what is it that they have done that was special and made a positive difference to you?





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# What happens to the feedback?

- Each individual or team is sent a personal letter signed by the Director of Nursing, Quality and Patient Experience
- Can be used for revalidation or other similar requirements
- Feedback is being used to support team reflection, on display boards, in reports such as the ones to Board ... in short it provides a much needed and welcome balance to the system





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## How do staff feel about this?

“ You know what, it makes you feel really good and appreciated. When patients remember your name it actually makes you want to go to work! I have been working as a HCA in the NHS for 40 years but it is only in the last 2 that I have felt appreciated. The Big Thank You has helped me to feel more confident about what I do and makes your job feel worthwhile. I can better see exactly how patients appreciate what I do. ”





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## What are people telling us?

“ I attended Ward 4 on the 6 January to undergo an Angiogram. I would like to express my sincere thanks to all the staff on the ward and in the theatre for their care and professionalism throughout the whole of the day that I attended. I was treated with compassion and dignity and made to feel comfortable and at ease by all the staff. Their jovial attitude also helped enormously to minimise what could have been a very stressful experience. We are all quick to criticise but slow to praise. So I hope that these few words convey my appreciation to everyone concerned. ”





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- “ They kept me well informed to help me understand the care and treatment. Were very thorough in their investigations. Nursing staff and ancillary staff were always at hand when needed. And always with a cheerful manner. ”
- “ She took the time to come and say hello, take my mum's hand and offer reassurance when my mother was slightly distressed. Made mum feel cared for and treated like an individual rather than a number. ”







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“ She asked all visitors with all patients to leave the bay when my mum had asked to use the bedpan - this doesn't always happen in my past experience. When I went to thank her afterwards, she said "that's ok, it's just dignity isn't it". Good to see this sort of attitude, hope it's replicated elsewhere on a regular basis. ”





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“ I brought my father into the ED via the ambulance service. I am an Emergency Department Consultant working in London. I was very impressed that he was transferred from the Ambulance trolley directly onto a hospital bed, rather than an ED trolley. I was also impressed that within about 1.5 hours he had not only been seen by a doctor, but had also been given a cup of tea and a hot dinner - it is these small things that can make a massive difference to patients (and their relatives). The young doctor who saw us was very helpful and polite, as were the nursing staff. ”





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“ They always go out of their way to treat me with dignity and respect, and make me feel comfortable, keeping me informed throughout. It makes such a difference to the whole experience when people are being kind especially when there is a degree of anxiety and embarrassment having invasive procedures. Thank you very much you are a credit to the health board. ”





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# Thank you!

- To have a look at our feedback pages go to [www.hywelddahb.wales.nhs.uk/myexperience](http://www.hywelddahb.wales.nhs.uk/myexperience)
- For more information please contact [anna.tee@wales.nhs.uk](mailto:anna.tee@wales.nhs.uk)
- Please feel free to do this! I promise it feels really good to do something good.

