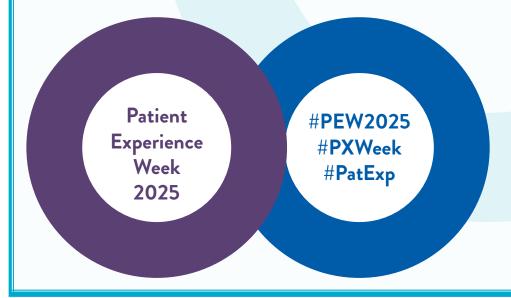


Certificate of Appreciation

This is to recognise...

For their work to improve the Patient Experience

Thank you



Signed:



Fast access to reliable healthcare advice



Effective treatment by trusted professionals



Continuity of care and smooth transitions



Involvement and support for family and carers



Clear information, communication and support for self-care



Involvement in decisions and respect for preferences



Emotional support, empathy and respect



Attention to physical and environmental needs