Sample response

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| Thank you for sharing your story.My name is Susan and I am in charge of the ward that you were in.I can see that there was a lot about your care that you were happy with. We are pleased about that. |
|  | I am sorry that you weren’t happy about staff skills when taking blood. Staff are tested every year on these skills so they should be confident. I will check our paperwork to make sure everyone is trained properly. |
|  | It is awful that you had to wait for pain relief. I will tell the staff about this and let them know they need to watch out for this. |
|   | I want to understand more about your worries about daily living support and your future plans. I would like it if we could talk more. What is the best way for you to do this? Is it by phone or email? My phone number is 01786 235984 and my email address is susan@provider.org.uk Please let me know. |
|  | I will share your story with staff as we want to make things better for you and other patients |
| It is really helpful that you shared your story.Thank you again Susan |