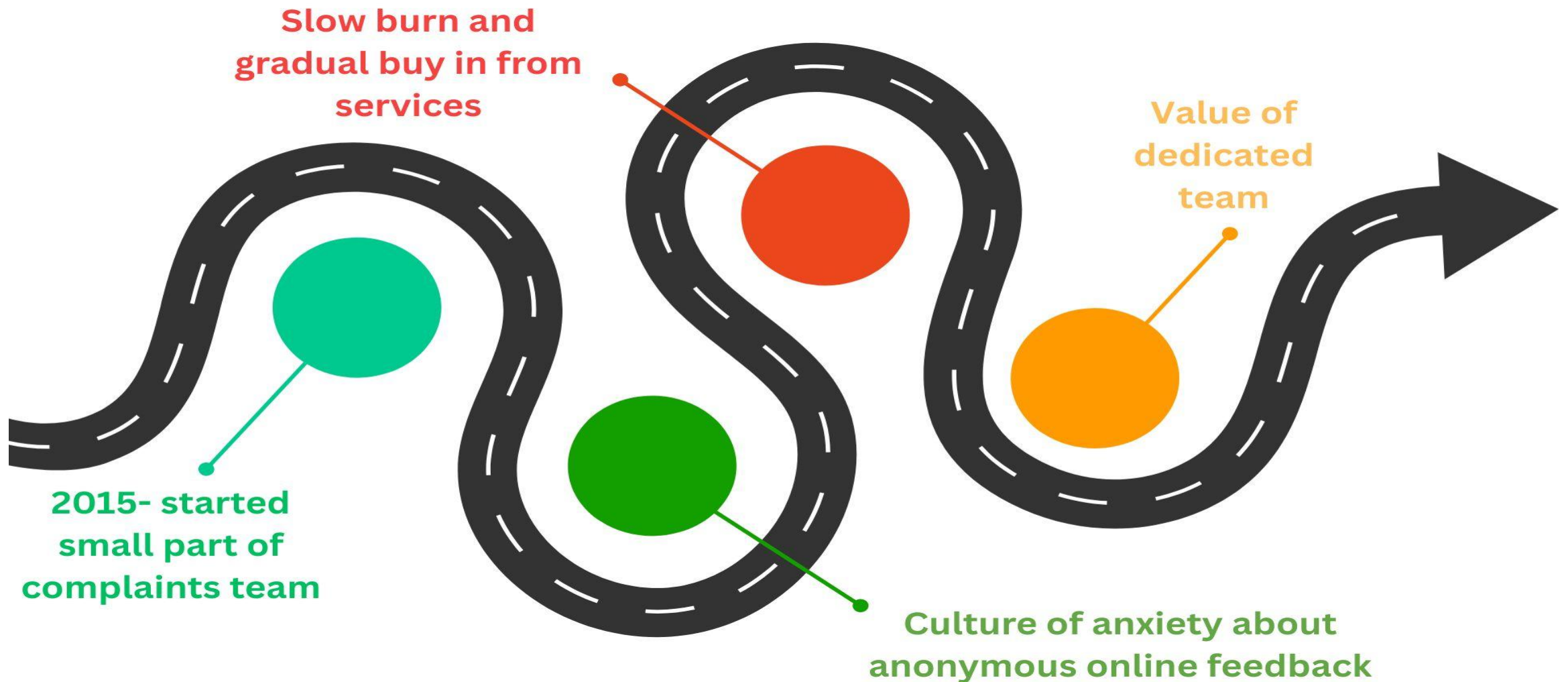


A person wearing a bright green jacket and dark trousers is walking away from the camera on a gravel path that stretches into the distance. The path is flanked by snow-covered fields. In the background, there are snow-covered hills and a small red building. The sky is filled with heavy, grey clouds, with a hint of light breaking through on the right side.

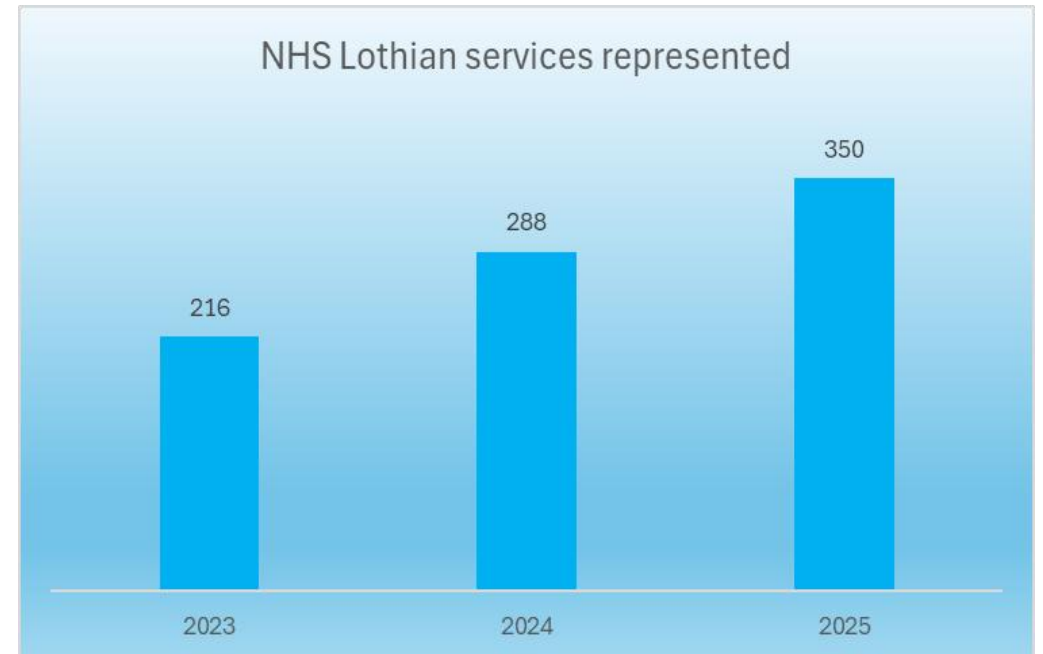
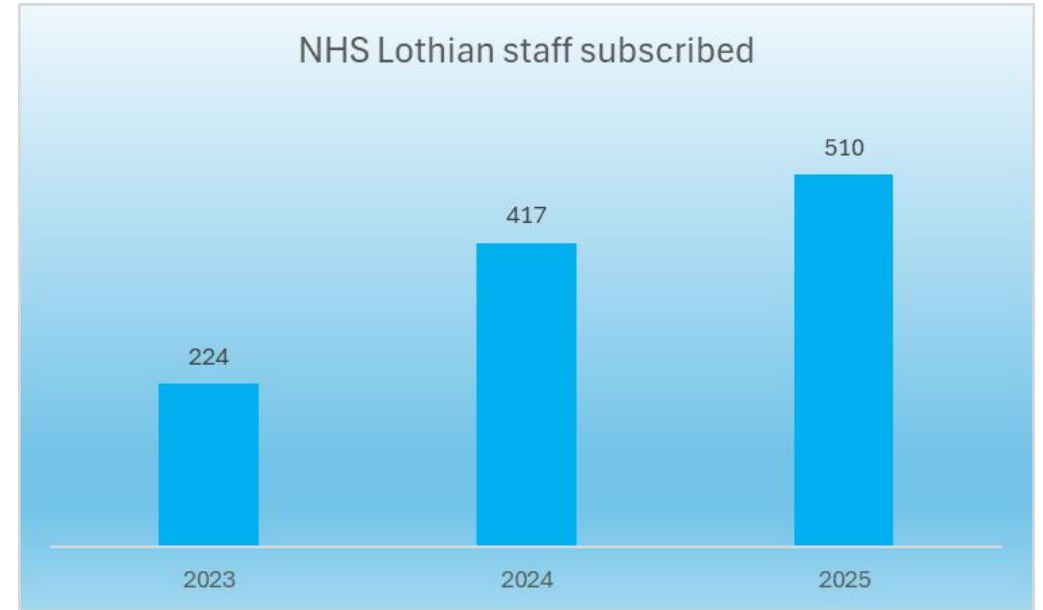
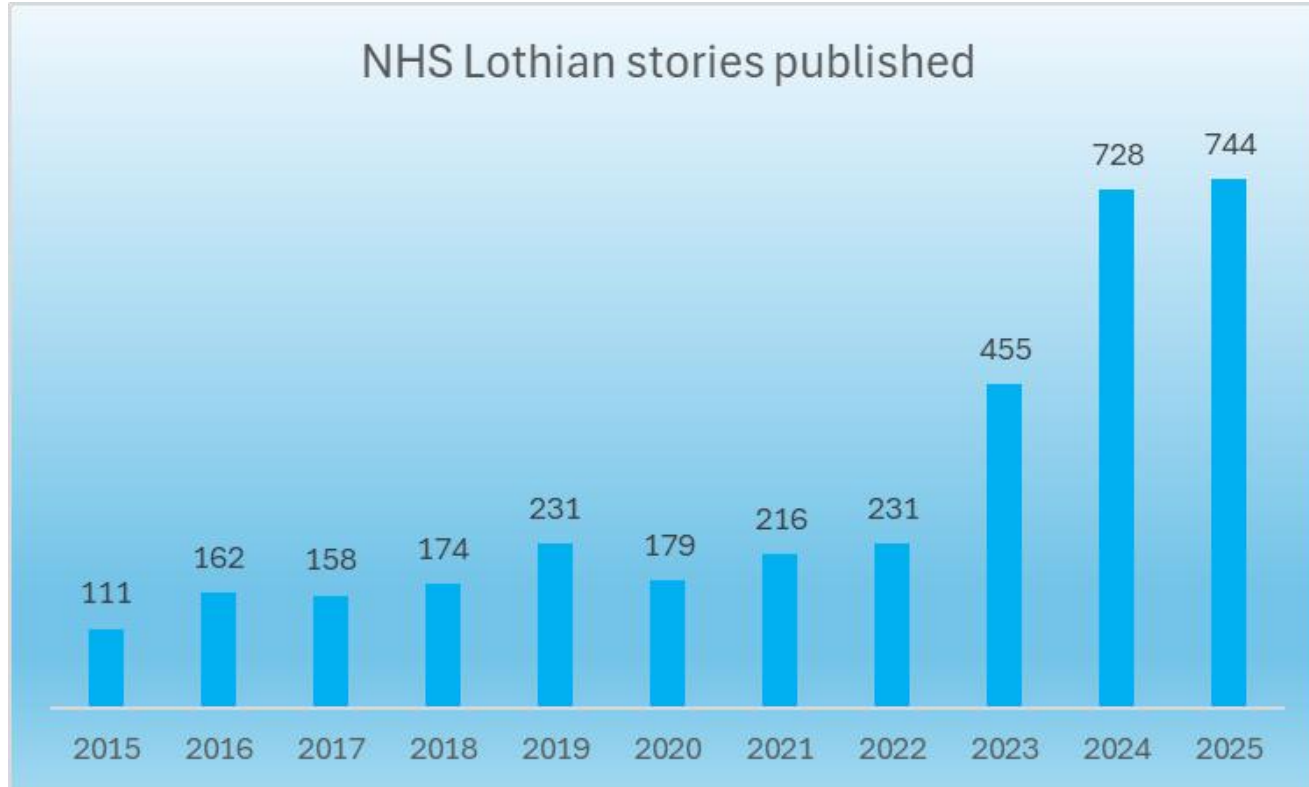
NHS Lothian's Journey with Care Opinion.

Autumn 2025

The Journey



Journey through data



Promotion and Awareness

- Focus on services.
- Site events.
- Personalised service promotional materials.
- Investment in early adopters.



Margaret McEwan
Play Services Manager

**Royal Hospital for
Children & Young
People**

NHS Lothian



Celebration

- Newsletter.
- Wellbeing Champions.
- Acts of kindness certificates.



Christine Fraser
Work Well Facilitator

Diagnostics,
Anaesthetics,
Theatres, and Critical
Care

NHS Lothian

The Royal Infirmary of Edinburgh

#ThankYouNHS

NHS Charities have worked alongside our NHS to support innovation and enhancements that shape the care we all receive today. With your support, we can continue to be there to help transform the way that care is delivered for future generations.

Donate

Scan the QR code to make a donation or visit the top to donate using the device. Visit the Cashier's desk to support the Royal Infirmary of Edinburgh now and for the future.



Praise

Are you a runner, walker or a baker? Or do you have ideas for fundraising? Check out our website for fundraising events that you can get involved or take part in. Get in touch and tell us about your idea.

Gift in your Will

If you have taken care of your family, please consider leaving any of NHS Lothian's hospitals in your will so that we can continue to support the care that the skilled clinical teams do long for.

Community of #CharityChampions

“The midwives, doctors and nurses saved my life this summer as I was giving birth to my first born. I will be forever grateful for the care and respect.”

NHS Lothian Patient

“Keep up your amazing work. I am a regular patient, and your incredible care has transformed my life.”

NHS Lothian Patient

“Care is much more than treatments and medicines. Being able to provide privacy and a calming environment helps to relax patients and helps them to recover. Having more space and cutting edge equipment helps us to do our job even better.”

NHS Lothian Staff Member



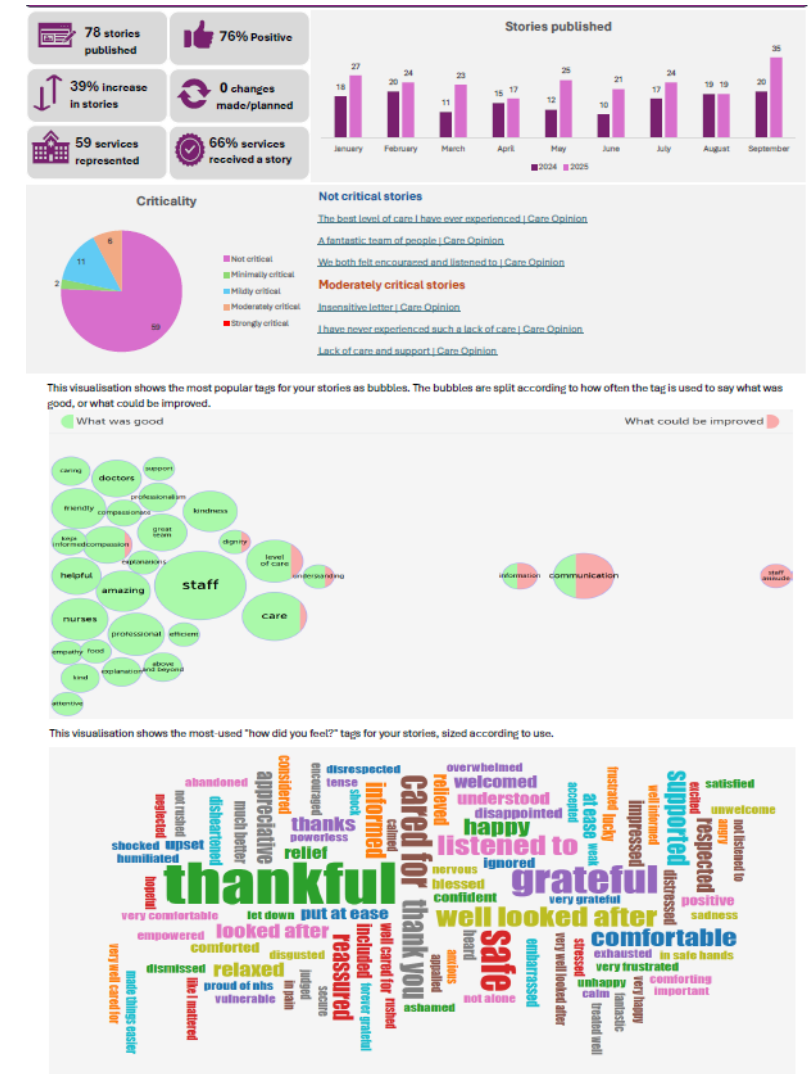
Acts of kindness certificates

I was delighted to get a certificate it is an objective recognition of the team's efforts to provide good care . The certificate came to me but I can only do my role with the support of all the team both at St Johns and NHS Lothian wide . So I accept the recognition for all the team. Finally it is helpful to have the certificate to put in my appraisal folder to discuss at my annual appraisal.

Thank you for this, it definitely does boost the morale in the whole department.

Thank you and appreciate this certificate. A great way to keep me going

- Responding well and demonstrating change.
- Accessible reporting.



Next steps – Child Friendly stories



**Care
Opinion**
What's your story?

**Help
others feel
brave and
strong**

**Your
story is
important**

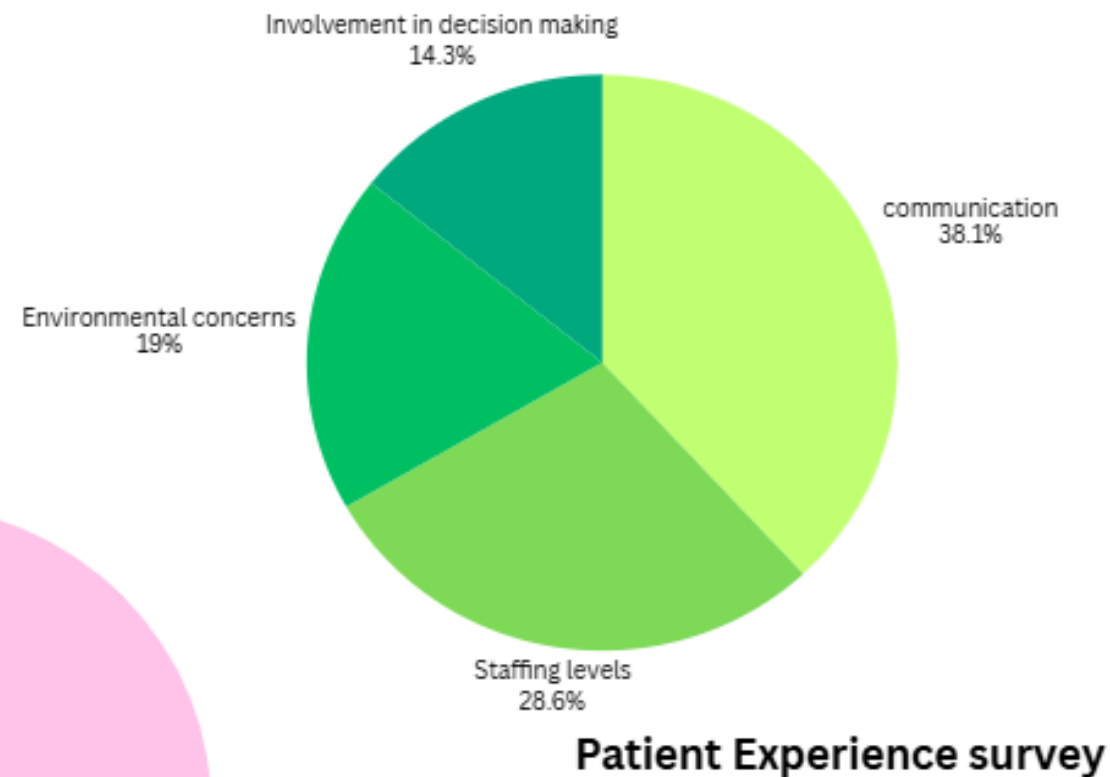
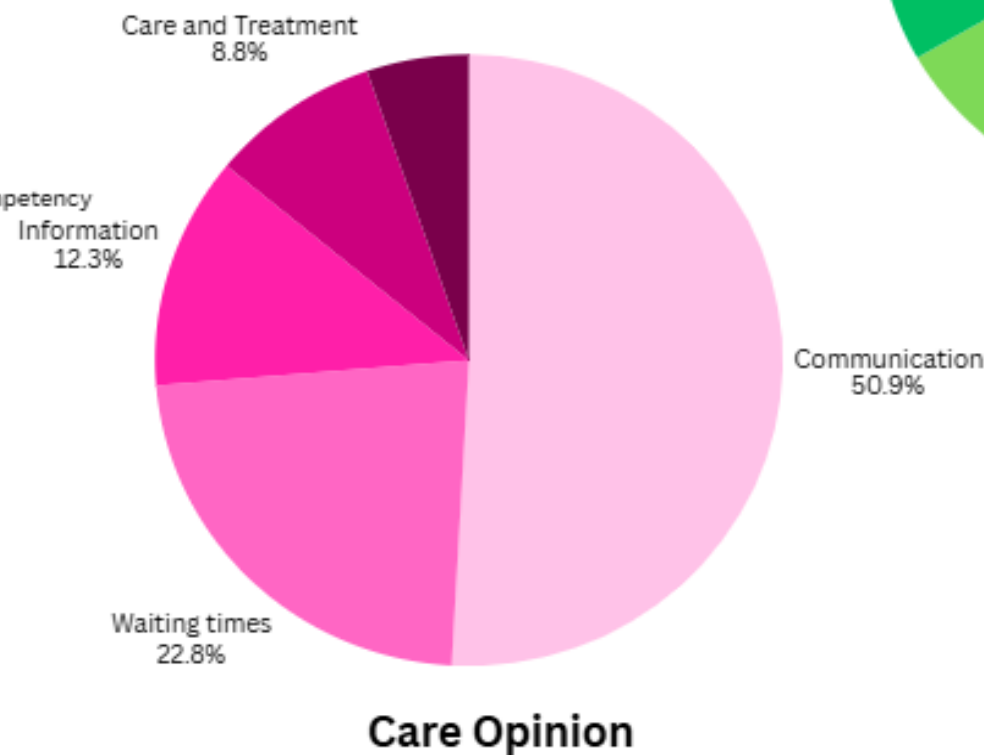
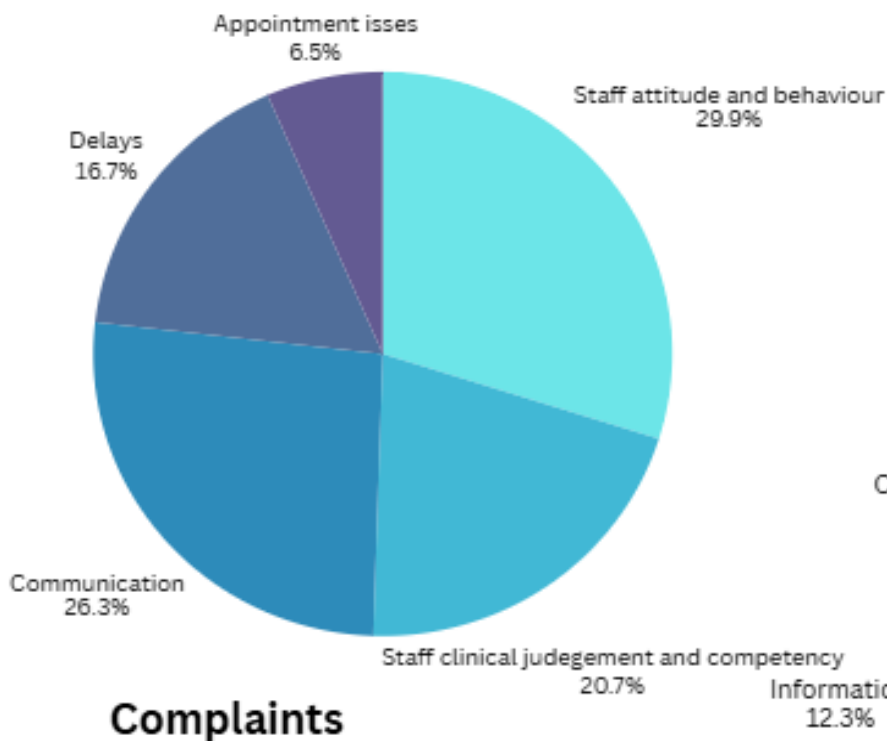
**Tell Bear
what you
liked or
didn't like**

**You can also
share your
story online**

careopinion.org.uk/bear
or scan



Collating Patient Experience Data



Thank you

Patient Experience Team NHS Lothian

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