



1. Bladder and Bowel Service

- **Nurse Annamarie:** “This wonderful nurse found me an appointment for the next day. She was so very kind and compassionate. Explained everything to me in detail. 10 stars for an amazing Nurse a huge thank you”
- **Kate:** “My first visit to the clinic, and with Bladder problems being a sensitive subject, Kate made me immediately feel at ease, and gave guidance and help, but most of all listened. The whole approach during the appointment was informative and encouraging, and made me feel at ease, I gained so much information and help going forward.”
- **Jo:** “I suffered a blocked catheter and was invited to attend the clinic immediately without spit to get it resolved. Jo is so relaxing and pleasant, she puts you at ease, in what is an intrusive procedure. An excellent service – thanks.”
- **Carl:** “Carl was great He was very professional but also very pleasant and provided an excellent service”

2. Cheshire East Cherubs (breastfeeding)

- **Emma Evans:** “They supported me endlessly when I need them. They helped with positioning, tongue tie, supplement and helped me take my injections. They were the only NHS person that knew anything about Insufficient Glandular Tissue and helped to reassure me in the use of supplementing. There was never a silly question, and they were so understanding and kind. I couldn't have fed my daughter without their support.”
- “Exceptional, free service! My baby was struggling to gain sufficient weight. I contacted Cherubs when he was two days old for a telephone consultation to help with a latch concern. I then contacted them again after he had struggled to gain weight and they sent a member of their team to my home. She observed him feed and made lots of recommendations and also arranged for a referral for tongue tie. We then also went to the support group and met other new parents and were again offered very well considered and evidence based advice to help our little boy grow. An incredible service! Without it, I'm sure my experience as a new parent would have been a lot more lonely, difficult and stressful.”
- “Have supported me through 2 feeding journeys. 2 tounge ties. Just completely invaluable support. Helped to normalise feeding. 100% down to them that I fed my first until 3. And my second still going at 2. All of them absolutely legends!”

3. Community Cardiology

- **Dr. Daniel Garner – Community Cardiology:** “I feel confident to call the team if I have any worries & they are always there to help & reassure!”
- **Cardiac blood pressure (BP) machine lady at Victoria Central:** “Excellent service polite professional. CQC would say outstanding I’m sure - thank you.”
- **Heart stress test team:** “They were very caring. Showed empathy and made me feel at ease during my appointment.”
- **1st stage heart failure team:** “They were reassuring friendly and professional at the same time. I would recommend them with confidence. Knowing they are treating me means I’m no longer worried about my heart surprising me again”
- “Professional - caring – supportive”
- **Dr J Bates:** “One of the best consultants I have even had the pleasure of being treated by. Very knowledgeable, informative and treats you with respect but honest too. Can’t recommend Dr Bates enough for an award.”
- **ECG:** “Put me at ease they were both lovely ladies that did my ECG last week unfortunately I don’t remember their names sorry.”
- **Diane and Natasha:** “They are so pleasant and very efficient”
- **Joan:** “I was a little anxious - truth be told, rather worried - having had results of a heart scan. I called to ask for a little extra detail of my results to better understand them. It had not occurred to me when speaking to the doctor the day before. Joan took the time to call me back and read the doctor’s letter to me, to save me waiting to see it. She did this despite actually being finished for the day and I cannot say how much this helped me calm down. She could easily have just sent the letter to my GP (copy was to me also) and let me wait but chose to do this for me. Thank you so much Joan.”
- **Michelle:** “Has probably kept me alive along with the rest of the cardio team thanks”
- **Exercise sessions:** “They are so encouraging when you have a heart problem it’s very frightening. They want you to be confident in yourself.”

4. Community Nurses

- “I am severely ill with many hospital admissions, the community nurses were largely responsible for making sure that my recovery stayed on track. They were kind, friendly and very professional always making sure that they listened to any concerns or questions I had. They were able to reassure me when necessary.”
- **Cloughton Community Nurses:** “All round excellent care and delivery... especially in the midst of strikes & Govt. underfunding! They are always prepared to go “the extra mile!”

- **Moreton Community Nursing Team:** “Kindness, reassurance and help day or night from the Moreton community nursing team who attend my husband with quiet dignity, diligent care, thorough professionalism, respect, and friendliness.”

5. Diabetic Nurse

- “The diabetic nurse who gave me advice which is working - she talked to me normally”

6. Dietetics

- “They deserve this award for working professionally, bring friendly, calm, and supportive. For being knowledgeable and giving me information to help keep me healthy.”

7. Eastham walk-in centre

- “They are a very competent team who know and do their jobs well. They instill confidence in me that my wound will heal under their care. Far better than A&E.”
- **Phoebe, nurse practitioner:** “Extremely kind and provided an excellent professional service to me”

8. End of Life Care team

“It is hard to truly express how valuable the support we have received from the End of life team, our home has been through so much, and we have worked so hard to make improvements, to involve and include those we support and ensure they have appropriate information to make informed decisions about their care, particularly important at the end of life, planning is so important, to talk openly about end of life care has been our teams mission, to improve understanding and recognise the value of planning at a crucial point in someone’s life. The end of life team have provided us with the skills and knowledge to do this well and this is evident in our reviews.

I approached the end of life team to help us on our journey to improve our service and I can say they have fully embraced and shown true commitment to improving provision for our residents through a number of routes helping us to provide holistic care for residents and families alike.

Two years ago, I accepted the role of general manager, the end of life care experience was not good and needed to significantly improve, I contacted the team

and we started on the 6 step programme, I found the team supportive, full of knowledge and just there when we needed them.

The 6-step programme provided such a valuable foundation for our home to build on.

The End of life team then provided support through face to face training for our staff team, to ensure knowledge and information was shared. That we were all on the same page.

But there are two areas that I feel have gone above and beyond, and I really wanted to take the time to shout about it, I approached the team about joining us for a meeting with family and friends session providing those families, friends and residents with an opportunity to understand what support is available, what we do as a team and what the end of life team do to support us and the residents at the home, discussing the importance of planning and explaining what emergency health care plans and DNACPR are and addressing worries attached to the implementation of those documents.

This session was amazing Danielle was wonderful, the amount of information and reassurance given to our resident's families about the 6 steps process, the support they can expect to receive and the importance of planning was amazing.

I wanted to arrange a session like this for a while as we had done this previously with another provider and felt that the progress here regarding the end of life provision would be supported further by giving families the opportunity to ask questions, and dispel any myths, really my aim is to make the planning for end of life care as natural a process as possible, we don't think twice about planning personal or continence care, for example and we should have the same approach to good end of end of life care planning, the session provided helped that happen here, help families understand the importance of gathering information and seeking views and consent.

So, I cannot thank Danielle and the team enough. Even the staff on duty that day were desperate to stay in the session everyone was engaged and the passion for end of life care was contagious.

On a personal level, the compassion understanding, and genuine warmth demonstrated throughout was appreciated, the passion for end of life care is evident in how she speaks to others about it.

The nursing team have recently been supported by the end of life team even further recently Jess and the team have supported my team with the management of the syringe driver, supporting our nurses develop their clinical skills and ensure they delivered support in a safe way, Jess demonstrates skills that support encourage the nurses she supported, providing time and space to help them explore and learn, a great mentor and teacher, Thank you doesn't seem enough, hence this nomination when you provide something so good it should be recognised, end of life care is so important to us here and the support and training that Jess and the team offer is valued and so very welcome.

The support the team have provided these last two years has made a real difference to us and the training you have offered in July will ensure our service continues to grow.”

9. Fit Club

- **Phil Rhodes:** “From the outset Phil took the time to listen and understand my son’s difficulties with his mental health with weight having a big impact. Phil has kept this in mind with every meeting. He has taken the time to know understand and build trust with him. He is the only professional my son has become comfortable with and to see him smiling and laughing with him has been heart-warming. Phil has explained nutrition and exercise appropriately and sensitively in the best way to engage my son. It is evident that Phil has listened to any concerns from myself each visit, recorded things accurately and contacted (with my prior permission) other professionals to chase up any outstanding health concerns which has been a massive help. Phil’s passion and dedication shines through, and it has been an absolute pleasure to have his support.”

10. GP out of hours

- **Dr Puig:** “Dr Puig saw me for a face-to-face appointment on a Saturday. He was very understanding, approachable and friendly.”
- “Excellent service when I went into out of hours”
- **Dr Sandeep:** “I’ve recently been a patient of Dr Sandeeps and he just listened to my concerns and treated me with respect. I also work professionally with Dr Sandeep, whenever I approach him for advice it seems like it is never any trouble. So, thank you for all of your support.”

11. Health Visitors

- “Their care, patience, understanding is impeccable. Nothing is too much trouble. Always available for help and advice and with a smile or kind voice.”
- **Elaine - health visitor:** “Very friendly and helpful”
- **Katie:** “Katie come out to me she was fantastic she answered all my questions and concerns put me at ease and spoke to me about my child and my other children encouraged me to carry on with what I was doing”
- **SAM:** “The whole team pulls together and works so hard to ensure KPI targets are met and that families receive the best possible care and support.”

12. Physiotherapy

- **George Taylor:** “They were sensitive and empathic and also very communicative. Very funny also and I felt comfortable with him. A very pleasant positive experience. He took a comprehensive history also. Was interested in a holistic approach.”
- **George Taylor:** “George gave me a very professional and comprehensive assessment and was courteous at all times and got to the root of my issues”
- **Peter:** “Always has a smile, and helpful sorting out pain, and problems with mobility.”
- **Jen:** “Excellent professional helpful service. Practical advice which has helped me move on from an injury. Everyone I have dealt with in the physiotherapy department has been Excellent. Thanks to all.”
- **Natalie Morgan:** “Natalie is so professional and knowledgeable. She is looking at the whole problem and taking it right back to basics. I feel like I’m eventually getting somewhere. Natalie explains everything she is going to do and tells me her plan. Thank you”
- **Natalie Morgan:** “She puts so much effort into her work and her positivity rubs off on every visit. It makes my recovery exercises easier to do.”
- **Heather Hesketh:** “She was very kind, gentle and explained all treatment at every stage”
- **Physio department, especially Niki Crighton and the nice young man on reception:** “I had 2 appointments for a long-standing problem. The help and advice I was given was successful in treating me. A cancelled (by me) appointment was no problem, and I was promptly rebooked. Big thankyou to everyone.”
- **Arun and physiotherapy staff:** “They deserve this award because they go above and beyond in their workplace. They have made me feel comfortable and relaxed during my physiotherapy sessions. When my problem persisted, they referred me for further care which I am receiving but am still attending physiotherapy. They are so polite, understanding and have exceptional manners.”
- **Alex (St Catherine’s):** “Alex took my concerns and goals into consideration before recommending exercises. He listened to me which is important to me. He is a professional, caring individual. A very positive support.”
- **Charlotte:** “Charlotte explained a lot to me about my shoulder. Very friendly and professional. Very professional very informative and excellent patient care”
- **Owen:** “Very friendly and very concerned about my case and find solutions to my problem quickly”
- **Jonathan Allen:** “Was kind caring and explained everything to me”
- **Sarah Papagiorcopulo, Pelvic Health Physiotherapy:** “Excellent physiotherapist. Always friendly, very knowledgeable, takes her time to explain things well, ensures that exercises are understood and being performed well. Enthusiastic, empathic and sensitive.”
- **Sarah Papagiorcopulo, Pelvic Health Physiotherapy:** “Sarah was outstanding in her advice & guidance. I cannot find fault with her service. She

explained everything, took her time to ask me if I had any questions or worries. She is a real asset to your team”

- **Christopher:** “He was so kind and understanding and he gave me really good advice it was a pleasure to be treated by him”
- **Rosie:** “My appointment with Rosie was a positive, unrushed experience. I was seen precisely at my appointed time and greeted with a pleasant and relaxing smile Rosie listened and digested all I told her. My treatment was explained thoroughly. Reassuring me of her aim with the exercise and that certain moves would not add further damage, when I appeared slightly sceptical. She explained the purpose of each exercise and the positive benefits gained in repeating these moves regularly between appointments. The health centre was bright and scrupulously clean, everyone I encountered was pleasant and helpful, signage was simple and clear to follow.”

13. Podiatry

- **Diabetic foot clinic:** “Because they care! This is for ALL members of the Dept. Including clerical staff.”
- **Megan:** “Excellent manner, friendly yet professional at all times. Put me at ease immediately and explained precisely what treatment I needed and how it was going to be administered keeping me informed at every step.”
- **Jackie:** “Friendly and quick it was my first time an she was chatty and explained what she was doing”
- **Home podiatry team:** “Clinicians friendly, caring and attentive. Every visit is advised well beforehand and carried out in a professional manner without any fuss or disruption.”
- **Makino:** “Friendly face, welcoming, helpful, empathetic and gave sufficient time!”
- **Wendy:** “Excellent service, I was seen bang on my appointment time. The lady who looked after me was very thorough and professional and answered all my questions and my feet felt much better. I have to say it was a very pleasant experience. Thank you.”
- **St Catherine’s Health Centre** “All of the Staff are friendly and considerate of my needs. They go above and beyond what is required and show a professional and caring attitude when I have attended appointments. Well Done everyone”
- “Very pleasant and helpful girls (2)”
- **Mari Shaw:** “Mari was kind, respectful, helpful and professional and looked after me very well.”
- **Alex:** “My appointment was long awaited due to staffing shortages but the podiatrist called Alex. Treated me with thoroughness and professionalism. I thought she was extremely excellent, and she gave good advice. Thank you so much”

14. Speech and Language Therapy

- **Jennifer Gunnery:** “Wonderful with my elderly dad - knew straight away what was wrong and how to help. Unhurried home visit. Followed up with a helpful phone call a few weeks later to see how things were - face more advice.”

15. Urgent Treatment Centre (Arrowe Park)

- “They were very understanding and extremely helpful and caring on my recent visit. The service they provided was first class.”

16. Victoria Central walk-in centre

- “Efficient and polite, even under extreme pressure, because of the lack of doctors surgeries.”
- **Evening shift:** “The receptionist was good, the waiting room had WiFi and a telly. The nurse was lovely. So the whole team and atmosphere provided.”
- “They were all polite, helpful and efficient”
- **Becky - Nurse Practitioner:** “Becky was so thorough and quite concerned about my ailment and i think she went above and beyond to resolve the issue on that Sunday rather than me having to wait and go through the tedious process of revisiting my doctor and then visiting ENT dept much later on - and Becky made me feel very special and welcome thanks Becky”
- “I understand that they work differently than the A&E at Arrowe Park, but I've always felt that they can deal with patients on a more personal level. Great team.”
- **Chrissie:** “Chrissie was professional, very thorough and gave helpful advice. She took time to explain things to me and didn't rush my time with her. Thank you.”
- “They were really helpful and told me what my problem was with a duty of care that was outstanding as I know they are all under so much pressure”
- **James Byrne:** “James was fantastic with my 5 year old daughter. He made her feel at ease, laugh and provided a thorough examination and explanation of his findings. I felt confident in his assessment and plan.”