

## 208 people left messages of thanks within their surveys

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### GENERAL: We have received 61 messages of general 'Thanks' and giving praise to key workers

- Everyone I have briefly interacted with has been friendly, professional, caring and helpful. All the staff deserve the highest praise for their efforts
- Amazing contribution from all key workers during a very scary and stressful time. From the NHS workers to shop workers, to bin men, all efforts are truly appreciated
- Great job done by all
- Great service by everyone
- Thanks to all NHS staff. You are all stars
- THANKS FOR ALL YOUR HARD WORK AND DEDICATION
- key workers have been the strength within the NHS and we can only say thank you but they deserve a lot more
- Thank you to all services NHS Have been amazing but also truck drivers and food industry
- A Huge Thankyou to everyone
- Thank you to all key workers
- Every healthcare workers everywhere have all done an amazing job
- Thank you to all NHS staff
- All people working during this time need applauding, not just the NHS. My husband a driver, my daughter doing payroll and my son in law in the RAF
- I would like to thank all healthcare professionals for their work
- Thank you so very much to the doctors and nurses that have served our country to the highest standard in our hour of need. Each and every one of you are remarkable. Be proud.
- Thanks for all the hard work in the unprecedented times
- All key workers have been appreciated, the NHS hospitals and doctors' surgeries which have stayed open, right through to supermarkets & all components dealing with that.
- I would like to thank everyone of those people that have kept the country moving, I know there have been people unable to help and have been staying in n doing there bit but to put your life on the line to fulfil your commitment to work in a place you love.... Brilliant!!
- Fantastic work by health service overall 10/10
- Thanks for everything you have done to protect lives and keep the country going.
- I can't find the appropriate words to express the gratitude that the nation feels towards them. We are completely in debt to them and the magnitude of what they have done is incomparable
- Thank you to all the key workers in and out of the hospital. It has supported me the best way if possibly could. A few areas to iron out because we are definitely in this for the long run
- Everyone is doing a great job
- We will be eternally grateful!
- Massive Thankyou to NHS workers and all key workers during this time
- Thank you to everyone during this crazy period for their hard work in uncertain times
- I've always thanked and back our hard working and committed NHS staff. As a insulin dependent diabetic I have had help and advice off them for many years and thank them for it. I hope that they all stay safe and understand their frustrations at this challenge time. I have family and friend within the NHS and feel for them in these difficult and frustrating days. I hope they get some sort of more than we'll deserved award/honour for what they are having to face on a satiny basis. I'd like to thank them from myself and from my family for helping me and keeping me well during this pandemic.
- I think they are all amazing
- All keyworkers, myself being one

- I can't thank every single person who has worked all the way through this pandemic because they have had to do their jobs! Each and every one of you are amazing, your heroes and deserve better respect for all you do
- Thank you to all the key workers risking their lives and working hard during this pandemic
- Amazing job done by all key workers.
- All key workers
- I Would like to thank all NHS Staff for their hard Job.
- Everyone who has continued to do their job shop assistants, drivers, pharmacy workers, school workers, NHS and all 'key workers'
- My key workers have been absolutely brilliant. Without them I wouldn't have been able to survive during these difficult times.
- You have been wonderful and deserve financial recognition of this. The dedication has been humbling
- Well done to the NHS for looking after the covid patients
- All frontline workers deserve medals for keeping the NHS going.
- I'm so happy to support the NHS they are brilliant
- Thanks to all key workers, especially those dealing directly with covid patients
- THANK YOU NHS WITH ALL MY HEART
- Thank you, not much else to say but thank you
- A huge thank you to the staff that do the baby scans. I was fully reassured and felt comfortable even when faced with full PPE and different rules. It wasn't stressful and I got to see my baby.
- Thank you to the brave key workers
- All key workers have been amazing - thank you
- Everyone has responded amazingly well and lots of effective measures are in place to help people remain as safe as possible
- I am thankful for our frontline workers
- Every key worker deserves the upmost thanks and gratitude from all of the country
- Well done to everybody in all fields of care
- NHS staff amazing, all others amazing too
- A big thank you to all that have helped the cogs keep turning
- Amazing
- Angels - each and everyone one of frontline workers
- Everyone has done a great job in the circumstances
- NHS
- Thank you for your hard work and support
- To ALL NHS staff and key workers. You have been magnificent and thank you. Everyone
- I wholeheartedly appreciate any and all efforts made by any key workers during this pandemic, but particularly those in hospitals, care workers, ambulance services and anyone else in the medical profession. They have gone above and beyond, giving up so much of themselves and putting themselves at risk, these truly are heroic individuals, selfless and dedicated, the utmost respect is due. Also great appreciation to the police force, fire crews and public transport operators for giving the best service they can and for never failing to put the general public and safety of other first.
- Well done to all who worked during this demanding time and sacrificed their family time to help others

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**JCUH: 30 people wished to give messages of thanks to the different services of James Cook University Hospital that they had used, from the maternity ward to A&E**

- The staff at James Cook were fantastic when giving birth to my daughter and having to stay in for a couple of nights

- The midwives were absolutely brilliant when I was giving birth to my daughter. I didn't catch their names to thank them properly but she was born on 27/06 at James Cook and all three of the midwives who dealt with us were amazing and made the experience feel as normal as can be with the PPE on. My daughter was born at 8:30am so would love if the feedback could be passed on and my name is Shauna. They really were amazing and the staff who assessed me.
- I'd really like to thank my midwife at James Cook working the night shift of Thursday 26th March into Friday 27th March for her excellent care in delivering my son. I think her name was Kelly. You were FANTASTIC.
- Thank you to all the maternity staff at James Cook that had a hand in mine and my daughters care, you went above and beyond to ensure not only was our health ok but that we were well looked after too especially when no visitors were allowed you made what could of been a daunting experience staying in hospital a better than expected one.
- Thank you James Cook A&E reception, nurses and doctor Jasper for reassuring us and sorting out quickly what we needed and a home call as he was leaving his shift at midnight to inform us blood results would be ready the following morning.
- Kate on the maternity delivery suite at James Cook was absolutely amazing while I was going through the worst day of my life. I will forever be grateful to her for the care she gave us.
- Fantastic maternity staff, and surgery staff at James Cook Hospital.
- I think all the hospital staff I came into contact with at James Cook Eye Outpatients Unit were really good, helpful and reassuring.
- Staff on PDU, ward 21 & ward 22 were amazing!
- I also should thank the staff on ward 24 JCUH particularly Venetia (I cannot remember her 2nd name) she was Greek and an excellent neurosurgeon.
- A&E at JCUH were really efficient and caring
- The doctors (Joe and Dan) and nurses at JCUH A&E
- Team CICU at JCUH have been absolutely amazing
- James Cook Hospital Covid support line team
- The nurses and doctors at James cook
- Thank you to all the doctors and nurses at James Cook Hospital for their hard work and dedication at this extremely scary period
- Thank you James Cook University Hospital and all the other medical facilities in doing the same for everyone else. We as a family still continue to clap and bang our pans
- Thank you to the NHS for the wonderful work they do including JCUH for diagnosing me swiftly with gallstones - Admitted to JCUH and quick diagnosis of gallstones including X-ray
- James Cook haematology day unit, coastal care providing once a week support for shopping scripts errands
- Surgeons James Cook Children's Day Unit. Ian epilepsy nurse. James Cook. Terry Ann school always checking in. Phil and Jess from Kirkleatham special school
- I'd like to thank Mr Muir plastics consultant at James Cook for his help in connecting me with Dr Sriram at the RVI for my sons specialist treatment.
- James Cook for helping my son in time of need and children ward
- The diabetes team at James Cook children's department great support for my son during this time
- Massive well done to all my colleagues at JCUH and South Tees Trust!! Especially my team at ward 9!!
- I would like to thank all the staff at James Cook Hospital including porters, reception staff and cleaners. I would also like to thank staff working in care homes especially those supporting older people. I think they have done a remarkable job in a very difficult time.
- I was briefly hospitalised for appendicitis, the nurses, healthcare assistants and tea ladies were brilliant, as I was unable to have visitors, hospital staff were the only human interaction I had in days, James Cook Ward 17 and 24
- Claire at James Cook radiotherapy was brilliant.

- My oncology dept have been wonderful, arranging telephone consultations, making sure my medicines were delivered - Wendy Anderson ward 14 James Cook hospital
  - The holistic centre at James Cook Hospital for their calls to make sure I was ok.
  - Ward 35 and the McMillan Nurses at James Cook. Caroline and Laura
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#### **RPCH: 6 people mentioned Redcar Primary Care Hospital in their messages of thanks**

- Podiatry at Redcar, well done to all the team
  - Visited Redcar Emergency Care, was very happy with the layout and service
  - Also many thanks to Lisa Wood (Musculoskeletal At Redcar Primary Hospital) for taking the time to do a telephone consultation
  - Dr Gunpath, at the Greenhouse Surgery, Redcar Primary Care Hospital, is fantastic - He listens, cares and always does his best to get you the treatment you need whilst also being very kind and approachable. This hasn't changed during the pandemic.
  - Redcar Primary Care Hospital for being patience with my son
  - Greenhouse surgery for being quick and organised
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#### **FRIARAGE HOSPITAL: 2 people thanked the Friarage Hospital.**

- Friarage hospital- thank you for excellent care (Endoscopy).
  - The maternity staff at the hospital, community midwifery, health visitor team and in particular the Friarage/maternity helpline have been an asset. Even under extreme circumstances they always had time to listen and advise.
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#### **DENTIST: 2 people have left messages of thanks to their dental services**

- Community Dental Service at North Ormesby Health Village Middlesbrough are amazing and worked really hard as an urgent dental centre for the pandemic
  - Park Avenue Dentists have been fab and really helpful.
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#### **PHARMACY: 10 people wished to thank pharmacy staff and services**

- Well pharmacy Guisborough
  - Well pharmacy were excellent
  - I think that the pharmacy staff deserve a special thanks as I think they were extremely hardworking and worked under really stressful circumstances
  - Saltburn Pharmacy have continued to provide great service One Life Dermatology provided good experience of managing appt safely
  - New Marske pharmacy
  - Skelton pharmacy- thank you for delivering
  - Thank you to Coopers Pharmacy, Marske for their patience and extensive work during this time
  - Local pharmacy always good - Roseberry Square Redcar
  - Pharmacy staff & the bridge association
  - Pharmacists in Boots chemist in Linthorpe Village, for delivering medicines
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### NEAS: 5 people thanked NEAS Services

- Ambulance service excellent as always
  - 111 very good
  - 111 sent info direct to pharmacy for me
  - 111 were very helpful
  - The 111 service were excellent and they referred me to a/e
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### GP PRACTICES / SURGERIES: 20 people mentioned their GP surgeries in their messages of thanks

#### Garth Surgery:

- Nurse Practitioner (Caroline. The Garth Surgery) so, so helpful and informative
- Dr Radolet Castella from Garth Surgery, Guisborough, this lady pursued avenues others have not looked at during my treatment, her swift actions saved me from a great deal of agonising pain which I have been suffering from over 2 years. I would happily recommend her to anyone seeking help with illness

#### Huntcliffe Surgery:

- Huntcliffe surgery have provided an excellent service throughout. Thankyou
- Huntcliffe Surgery sorted me a repeat prescription that I had overlooked, very quickly.
- Karen & Linda (nurses) at Huntcliffe Surgery have been wonderful. They always make me feel listened to & they are happy to help

#### Manor House Surgery:

- Manor house surgery for video consultations during lockdown
- Nurse and receptionist via phone at Manor House Surgery, Normanby phoned and had telephone appointment within 20 minutes

#### Martonside Medical Centre:

- GP staff at Martonside did what they said they would
- Martonside Medical Centre

#### Nunthorpe Medical Practice:

- My GP surgery (Borough Road and Nunthorpe) has been excellent; especially Dr Selby and the reception team.
- Dr Edward Selby and the reception team at borough road and Nunthorpe medical practice.

#### Saltscar Surgery:

- Saltscar Surgery Redcar and the staff who went above and beyond with care for my family
- On both instances I can't fault **the GP (Saltscar Surgery) or the Consultant (MR Nargol at the Nuffield on behalf of the NHS)** - Excellent and convenient ways to deal with my condition.

### Other services:

- Usual excellent service from Village Medical Centre
- Danby surgery as efficient as ever
- South Grange medical centre trunk road have been very helpful
- GP surgery (Endeavour Practice) were excellent
- Dr Wetherall from Coulby Medical Practice is amazing
- I would like to thank everyone at Milewood Healthcare who I have worked with during this pandemic, we all pulled together as a team and helped each other through it
- Normanby Medical Centre excellent and always accommodating. Staff go above and beyond.
- Social Prescriber Norton Medical Centre - Claire
- Nurse Chris Briddon has rang to check my daughter is doing ok
- I would like to thank Saltburn primary for supporting me during a stressful difficult time. Helping me to return to work feeling better about my stress & feelings.
- Brotton surgery- thank you for all you do.

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### COMMUNITY CARE: 16 people wished to thank those services they had used within the community

#### Care Companies

- Respite Care Company Caremark were very accommodating with our requests to alter care and restart.
- Caremark Guisborough (Paige)
- Carers together excellent Jay Jackson deserves special mention tireless work
- Comfort Call have been amazing. My Mum and Dad couldn't have coped without their support. They have been a lifeline. All of the carers are lovely with my parents when I have been unable to visit due to social distancing.
- My neighbour who is self-isolating has a care company call that arranged for her son to pay over the phone and then a carer go out and do the shopping for her because she couldn't go out and do this herself. She said she wouldn't know what to do if they hadn't have done this for her. I think they were called Meadowvale Care

#### Community Organisations

- Guisborough Bridge
- Some really heartening things were the efforts of church groups and Guisborough Bridge to help with food parcels, shopping and prescription collection Also after a few shortages due to panic buying, food distribution has been pretty impressive. Deliveries and collections from Morrisons and Asda have removed a lot of stress
- Prescriptions delivered by Guisborough Bridge who were very helpful.
- The Grenfell Club have been amazing during lockdown. My adult son has had zoom meetings twice a week with them. He has received an activity pack from them. Also a care package was delivered through them from Ladies of Steel. I've had phone calls from the Grenfell Club to check how my son and I are coping. To be honest, they have been our main source of support.
- East Cleveland Good Neighbour scheme
- I was using Teesside Help on FB to get my shopping and medication - fabulous

#### Nurses

- District/Community nurse. Thank you for caring for me after the major op, A wonderful dedicated group. Without you life would have been unbearable.
- Julie Gayle district nurse. She was the only 1 who cared

- Community nursing teams/ social care teams are heroes. Care in the community has solely fallen to them as all other services have been scaled back. They have often worked with minimal support from other members of the MDT that have not been visiting during this time. They do amazing work and should be recognised for this
- District nurses, Marie Curie and care watch have been excellent
- Various members of the community midwife team and the health visiting team
- McMillan Team were very supportive with my mother's care

#### Other

- A& E staff Carers at Briarwood Care Home
- I want to thank my social worker Debbie who works at Redcar and Cleveland and all the support she's given me over the years and checking in on me and all the NHS

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#### CHILDREN & YOUNG PEOPLE: 5 people wanted to thank services for the help they had given to their children

- Thanks to the Educational psychologist who has continued with report for EHCP and to the SEND department for continuing EHCP processes while in lockdown
- 'Time4you Counselling' were incredibly fast to offer support which was very much appreciated
- Time4you got back to me within 10 minutes & started sessions with my child
- Saltburn primary school have been wonderful in seesaw contact & phone contact. They've kept parents updated by email & made us feel valued
- 'The Link' provide support for my child's anxiety. Without them I would have a breakdown
- 'Creative Thinking' in Redcar have kept in touch with my daughter - phone calls and a Zoom get together every few days - wonderful staff

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#### MENTAL HEALTH: 4 people mentioned mental health services in their messages of thanks

- 'Starfish' mental health services
- Mental health team (Woodside)
- Would like to thank my counsellor from 'Insight' for being absolutely fantastic and helping me with taking back control
- Parkside. Jemma CPN. Great to talk to and very good at seeing the difference between normal and mental health

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#### OTHER SERVICES: There were 19 mentions of other services within people's thank you messages

##### Maternity

- Thanks so much to the maternity unit for delivering my baby safely on 27/05 8:30am. The midwives were amazing and really made it feel as normal as can be and were so reassuring
- My antenatal care with my regular midwife was unaffected and amazing compassionate care as usual. Nikki Hunt is a brilliant midwife

- I would like to thank Nicky Hunt, my midwife. She is an incredibly compassionate and committed midwife, whose care throughout my last 3 pregnancies has prompted me to study midwifery myself (3rd year). She is honest, informative, dedicated and empathic midwife but most of all she is supportive and a true advocate for the women's decisions and choices regarding their care, something which seems very rare these days in our area. She is a wonderful person.

#### Healthcare Professionals

- My nurse practitioner has been excellent during this lockdown period.
- I used A&E twice both times amazing and the nurse in my GP was amazing considering how hot and stressed she was.
- A huge thank you to Dr Sriram for accepting my son's referral and supporting me via telephone/email/post with the tools to implement my son's treatment. Thank you to each and every one of you. We will be forever grateful!
- Ali (Dr Abdel Salam secretary paed) she is always polite friendly and very helpful 10 stars for her
- Eye Outpatients at Numedica, North Ormesby. Run excellently by a great team. Please pass on thanks to all the team.
- The ambulance service has been incredible. They have had to come out to my home and admit me to hospital 4/5 times during lockdown and have been amazing.
- ICU units and high dependency wards always do well

#### Other

- Specsavers Guisborough were fantastic when my little girl broke both of her pairs of glasses in the same day
- I work in the Fostering Team and feel we have been "business as usual" throughout the pandemic, so I would like to thank my colleagues and all the Foster Carers from Redcar and Cleveland.
- My colleagues at Middlesbrough Service Centre have been supportive whilst I work from home with the kids, universal credit teamwork at its best
- Debbie McBride has been amazing always ringing to check up and always fixing a problem and being there to help when needed big thank you to her! She doesn't understand how much she has changed and help me!
- A massive thank you to Mr Muir's secretary Louise Swinnerton for liaising with Mr Muir on my behalf regarding my concerns about my son's ears.
- Rebecca Edwards- portage key worker Has phoned to make sure we as a family were all ok and if we needed anything she was there to help
- The shielding service who rang to make sure I was getting everything I needed, and just generally to check in with me.

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#### Thank you letter received by HWST

Dear HWST

I would like to say an enormous thank you for helping my Mum. I contacted you for help, concerned for my Mums wellbeing. I live on London and the COVID lockdown was making things very difficult.

My Mum, an 84 year old lone pensioner, who lost her husband (my Dad) last year, is not steady on her feet and recently fractured her wrist in a fall.

In response to my concern, HWST, without any hesitation, took the matter in hand and in the most professional and compassionate way, organised what she needed. With your care and support, my Mum managed to get through.

Please accept my humble attempt to express my gratitude and appreciation for what you did. You truly are a shining star and a huge credit to health care service.

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#### Forward to other HW

- HW NEWCASTLE - Emily Tweddle paediatric intensive care nurse at the RVI - she is a key worker and has had to remain calm and professional during these stressful times while also caring for her young son and her partner who has recently undergone major surgery - she deserves a medal
- HW STOCKTON - North Tees breast care department were fantastic

