

Qualitative Feedback from Guardian Service Contacts, April to August 2022

My experience with the Guardian service made me feel heard, reassured, and my very real fears reduced from the first telephone call. Malcolm was always polite and able to see a way forward to pursue. I cannot compliment the service I received enough. If not for the service I would have been off sick due to the distress I felt at the hands of an apparently caring profession. Through the Guardian I was able to remain in work throughout what I feel was the worst period of my professional career and my personal life. I cannot thank the service and Malcolm enough.

Malcolm maintained contact throughout the process, was available, kind, supportive and encouraging at all times!

~~I cannot recommend the service highly enough. I would not have got through the last 2 years without~~

thank goodness for the service, i'm not a member of a union so I really needed the support to be able to talk through my concerns. i raised a complaint about my line manager discussing me with my co-worker. AS soon as she was made aware of the complaint the rest of my co workers also heard about my complaint, so there have been lots of whispers in this office. at times i have felt extremely upset and almost walked out of my job on many occasions. without the guardian service i would not still be working in the nhs. i requested to HR that my current line manager not manage the team, this was ultimately the final outcome but it was dressed up by her senior manager that this was always the plan. thank you Malcom, you've really helped me. the strain i was under was unbearable at times. My heart felt thanks to you xx

Malcolm understood my concerns and health issues and helped me make sense of my situation when I was at my most vulnerable. Even when my questions had been answered He periodically touched base with me via text message just to check all was going in the right direction and asking if I needed further assistance. Both over the telephone and messaging Malcolm was kind, compassionate and professional. A credit to your service, Thank you