

# Breast Care Unit - Singleton

## Friends and Family Test Feedback

### Overall, how was your experience of our service?



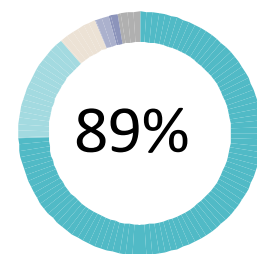
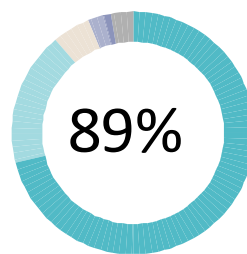
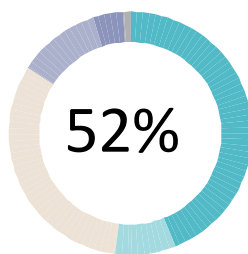
### How do we compare within the hospital & Health Board?

The score of 52% compares to a score of 89% for Singleton and 89% for the whole Health Board.

Breast Care Unit - Singleton

Singleton

Swansea Bay UHB



Very good Good Neither Poor Very poor Don't know

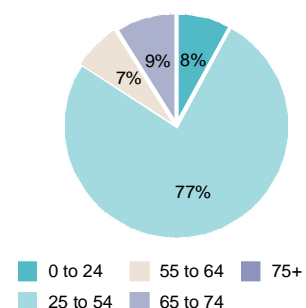
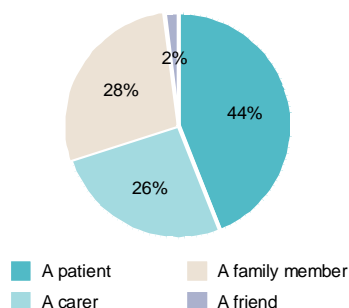
Very good	Good	Neither	Poor	Very poor	Don't know
41	7	30	10	4	1

### Who has responded?

6%



94%



# Breast Care Unit - Singleton/Cont..

## Comments

### Please can you tell us why you gave your answer?

Everyone was very friendly and very helpful and put my mind at ease.

The reception was marvellous by every one.

Everyone was very kind, friendly and put me at ease. Dr gave thorough appointment and detailed explanation. All staff here excellent.

Took care of me in what could be a very worrying time.

The staff were compassionate, knowledgeable and caring.

The staff were very welcoming and made you feel at ease. The staff were very caring.

Absolutely the best care, all checks made and made me feel so welcome and at ease. Amazing care.

Made to feel at complete ease, kind and compassionate staff.

Everyone was lovely which really makes a difference especially when you are alone, thanks everyone.

Everybody was very kind, pleasant and I don't think anything could have been done to better the experience.

Absolutely lovely staff. The radiographers were wonderful. The health cares Pauline and Susan were lovely and they put you at ease.

Staff extremely kind and helpful.

Friendly and helpful staff.

My visit today was a very positive one and I just would like to thank all the staff who took care of me today. Very pleasant and very positive, especially due to the trying and worrying times. Thank you all.

They all made me feel at ease, lovely, caring staff thank you.

All nurses and doctors were friendly.

The staff were very friendly and put you at ease.

Welcoming, friendly, great radiographers and doctor informative with my diagnosis.

Friendly staff, thorough procedures, full explanations throughout the visit and intros to all clinicians also really helpful. Time given by nursing and medical staff to answer all my questions, as well as explaining technical terms! Thank you so much.

Fantastic.

Friendly and happy service.

Friendly and relaxing atmosphere, quick and stress free visit.

Pauline is absolutely lovely and made me feel so much better!

All staff very friendly.

Lovely staff, efficient service - made to feel at ease thank you.

Very nervous because of past experiences but needn't have worried, very nice and treated accordingly.

Very helpful, really nice experience and put myself at ease.

Very kind and caring staff.

Very friendly and empathetic.

Thank you for the excellent care that I have received in January, February and now September. Take care and stay safe.

Friendly and professional staff.

Friendly, efficient staff and made me feel at ease at all times.

All staff extra kind and helpful.



I was made to feel extremely welcome and comfortable during my assessment. Everything was explained to me well.

Friendly, supportive and caring.

Very friendly and helpful.

Very rude receptionist at the main entrance. Doesn't know where is what

Chucks me out

**Please tell us about anything that we could have done better:**

I was pleased with everything, explained it all perfectly.

Nothing.

In these circumstances of COVID-19, they were exceptional.

Not as long to wait - not one to worry but having to stop HRT has flared up my arthritis and mental health problems - I realise this is not down to staff and unavoidable but is still difficult.

Nothing, everything was lovely. Lovely surroundings, clean and bright.

Nothing, staff doctors amazing.

Nothing, all 5\*.

Nothing, all staff were extremely friendly and reassuring.

Waiting time between patients to see doctor.

Nothing.

Nothing.

Nothing really.

Only not having to come here because of past experiences as I said.

To turn the air con off.

Nothing, it was great!

Send her to training course