



## Stories in summary

### About this report

**This report shows summary information about a selection of stories published on Care Opinion.**

It was created on **25 May 2020**.

### Which postings are included?

This report shows stories in the **NHS Dumfries and Galloway** subscription, which includes All stories about NHS Dumfries and Galloway.

The report is also filtered to show only All stories submitted between 01/04/2019 and 31/03/2020

### Frequently asked questions

*How is story criticality rated?*

Story criticality is rated by our moderations at the time each story is moderated. It is a measure of how critical the most critical part of a story is, according to a criterion-based system. Criticality is rated in order to support our filtered email alerting system for staff, and is not intended for publication.

*What do the story counts mean?*

To the right of an organisation/service you will see a count. This tells you the number of stories listed in the report about that organisation or service (including any services run by that organisation/service).

*What does "most popular" mean?*

The most popular stories are those which have been read most often per day, since publication. This measure does produce a small bias towards more recent stories, but at least it is simple to understand.

*Why might unexpected services appear in my report?*

The services listed in the report depend on the stories that are included, and that depends on how you have filtered the report. So, for example, if you have filtered only according to where authors live, you may find they have used services some distance away.

### Sharing and reuse

Contributors to Care Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share this information with others.

Postings submitted via Care Opinion itself can be shared subject to a **Creative Commons** licence. You can copy, distribute and display postings, and use them in your own work, so long as you credit the source.

Material submitted via NHS Choices is licenced under **Crown Copyright**.

### About Care Opinion

Care Opinion is a not-for-profit social enterprise which enables people to share the story of their care, and perhaps help care services make changes.

**For more information**, contact us via: <https://www.careopinion.org.uk>

This report summarises **82** stories

To date, the stories in this report have been viewed on Care Opinion **10,380** times in all

### **These are the three most popular stories, out of all the stories included in this report**

*You can click the story title to see the story online*

#### **My first admission - 766 views**

Posted by **EvBly88** as the patient 2 months ago

I have nothing but praise for every member of the hospital staff in Dumfries hospital. As it was my first time ever being admitted I was very worried how it would be. All the staff were very friendly and caring. No issue was too big. I was in a lovely private room with my own bathroom. The food was absolutely amazing, I've no idea why anyone would complain about it. Every nursing staff I met spent time with me and almost felt like friends. It...

#### **I am sick to the back teeth of complaining - 335 views**

Posted by **vexed** as a carer 12 months ago

My husband was discharged from Langham Cottage hospital recently. It was postponed twice as I wasn't very well and when I went in the day before he was discharged, the last thing the staff did before I left, was the staff said they would phone me and let me know that he was coming home.

The first I knew of him coming home was when an ambulance member was peering in through my window. He asked me if I was expecting him, I said no, he said what...

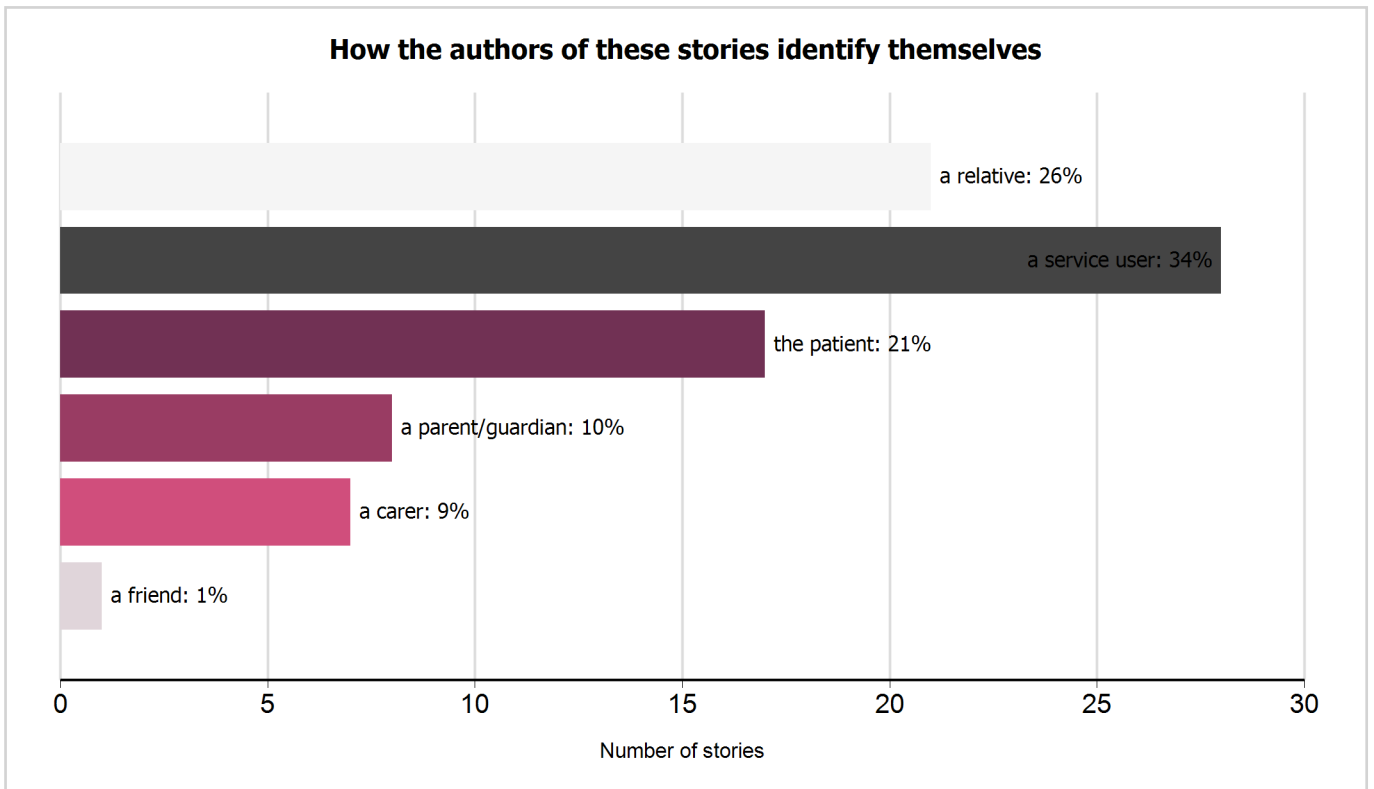
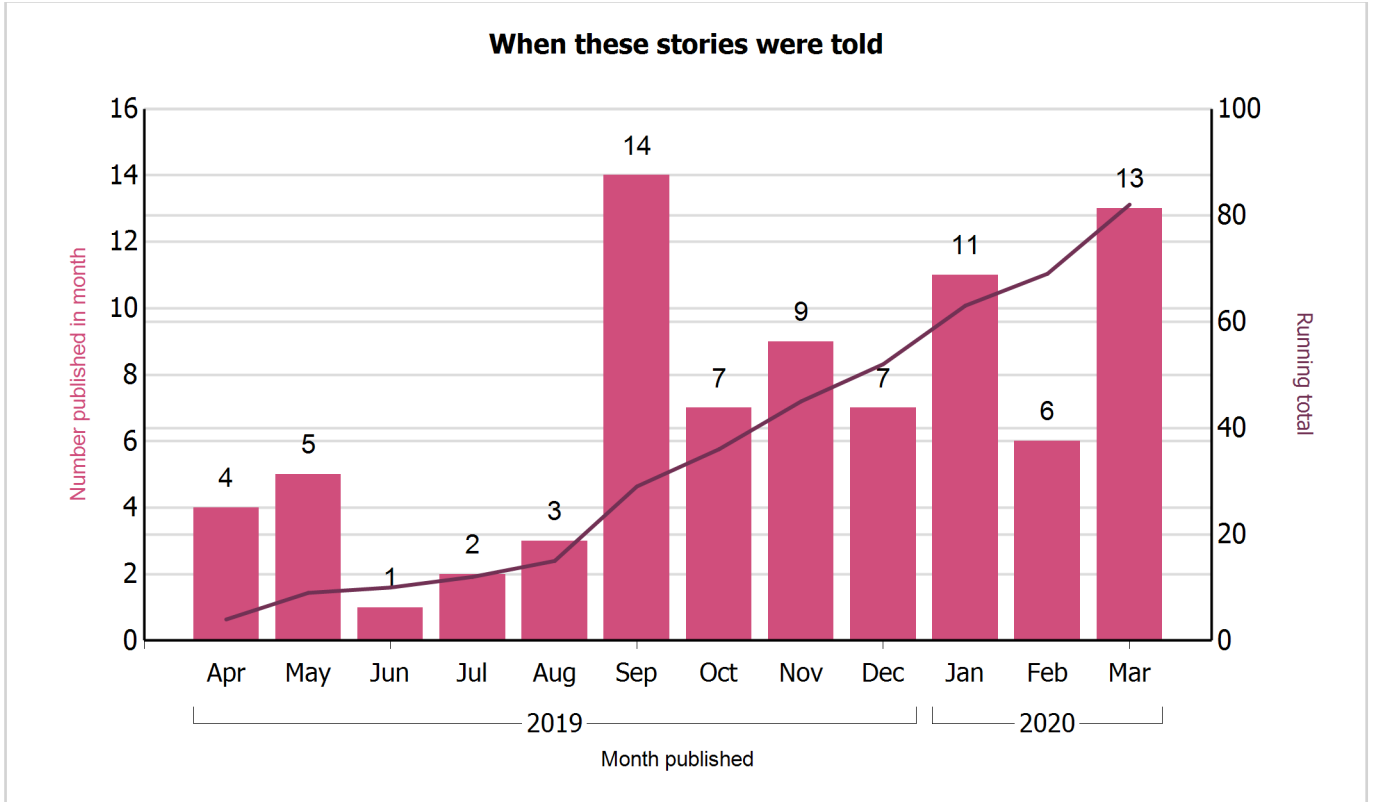
#### **Poor communications and care failures - 261 views**

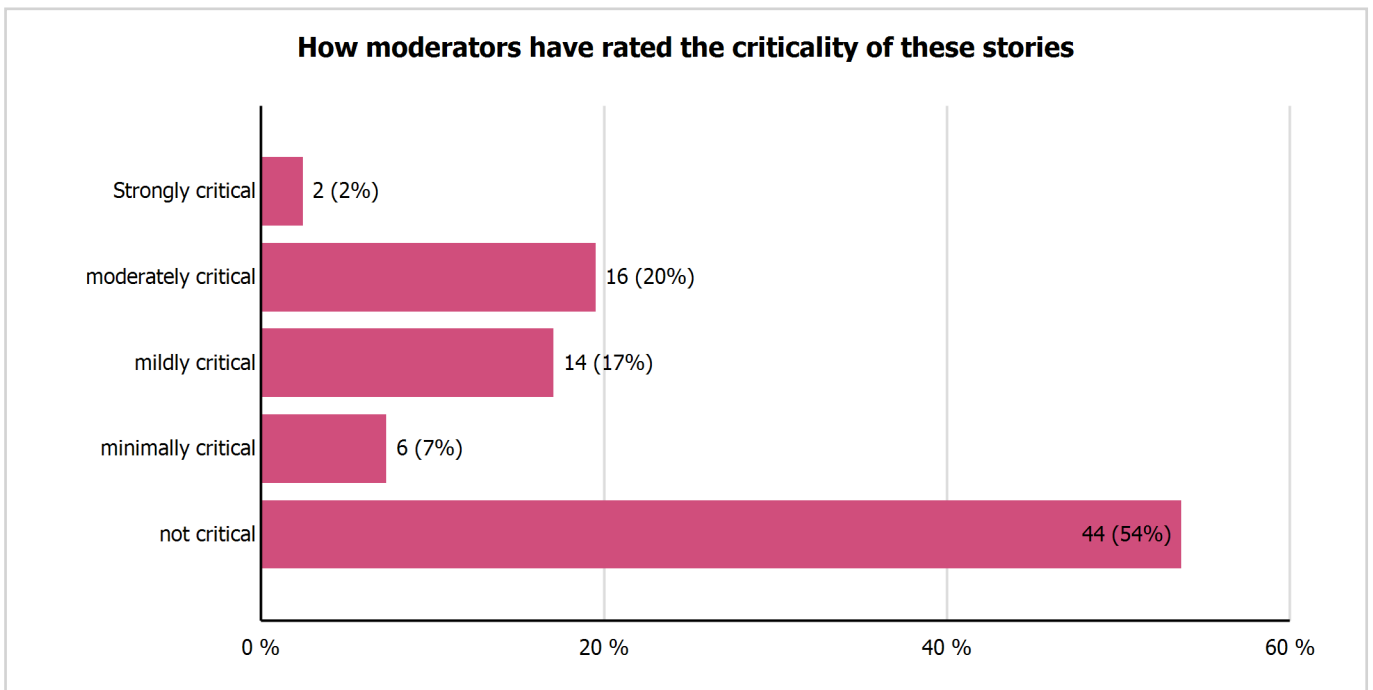
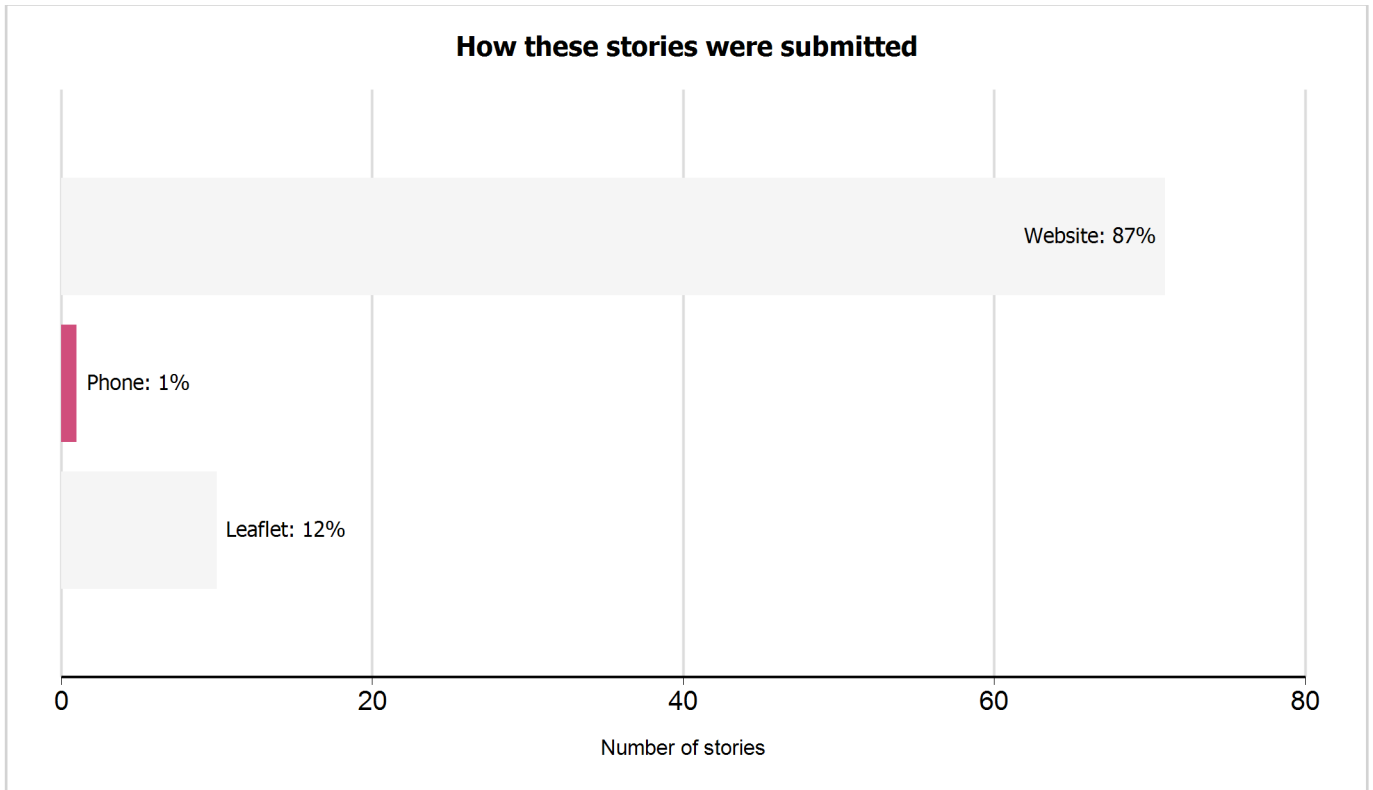
Posted by **squeaky13** as a carer 8 months ago

Husband was admitted to DGRI Dumfries on the evening of 6th. On 7th staff at the assessment unit were given a copy of his Cardiology outpatients appointment also at DGRI for 11th. The ward staff would liaise with Cardiology.

On 8th he was transferred to ward D7 room 18. Staff here were also informed of the Cardiology appt.






On 11th I arrived at the ward around 1000. He was brighter. He was sitting in bed attempting to take his tablets from...





NB: criticality scores are assigned by moderators (not the public) to stories to support our alerting service. They are assigned *per story* not *per service*, so may reflect criticism of services other than your own. We provide them here purely for information, with these caveats in mind.

### Where these stories have come from

NHS Dumfries and Galloway	71	
<b>Unknown</b>	<b>8</b>	
NHS Coventry and Rugby CCG	1	
NHS Ayrshire & Arran	1	
NHS Newcastle West CCG	1	

### Most common tags added by authors to these stories

#### *What's good?*

staff	18
Care	8
helpful	6
explanations	5
friendly	5
attentive	4
caring	4
doctors	4
information	4
kindness	4
professionalism	4
service	4
support	4
treatment	4

#### *What could be improved?*

communication	14
Care	5
kept informed	4
staff attitude	3
access to water	2
compassion	2
delays	2
examination	2
hospital discharge	2
patient records	2
respect	2
waiting time	2

#### *Feelings*

thank you	28
fantastic	6
safe	6
angry	5
disgusted	5
let down	5
good	4
nervous	4
shocked	4
worried	4