

This is a story of a Marie, a patient who wished to share their experience of the ambulatory care unit:

On the 7th February 2018, after suffering from severe stomach pain, I was seen promptly at my GP practice and referred to the Ambulatory Care Unit with a query kidney stone.

From walking through the door, I was very conscious of the welcoming, professional and caring staff who dealt with me. Every single member of staff was caring and showed empathy to my situation. At no point was anything too much trouble. I was booked in, seen by a nurse and asked to sit in the waiting area. I was kept up to date on what was happening, received an explanation that I would be seen by a doctor when they had all my results and when it was ok for me to drink, I was given a hot drink.

I was seen by a member of the surgical team. I was put at ease from the outset. He took a full medical history, was very patient and made me feel comfortable whilst explaining what had been going on. At all times he was interested in what I had to say, his listening skills were fantastic.

I was then sent for x-rays and once I returned I waited to see another member of a particular doctor's surgical team. I was seen by a member of the surgical team, and his colleague, who both went through again my history and results, sorted me out with medication and I was then able to go home.

One particular doctor should be very proud of these two young men, they are a credit to the surgical department as are all the staff who looked after me, Thank you.