



Stories in summary

About this report

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

It was created on **08 April 2019**.

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 01/04/2018 and 31/03/2019

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.

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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 **51** stories

To date, the stories in this report have been viewed on Care Opinion **6,698** 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

Hospital stay following surgery - 2133 views

Posted by **Ash79** as a service user 7 months ago

I was admitted into hospital with my gallbladder and had to undergo surgery to have it removed. During my stay the staff in both the wards and in theatre were fantastic.

The staff nurse who was with me in recovery made sure my pain was under control and helped me feel more relaxed by chatting with me and showing a genuine interest in me. He was a very calming presence. The staff on D9 were kind and attentive and ensured I was comfortable

Indifferent attitude and lack of diligence - 247 views

Posted by **Patient with concern** as a service user 11 months ago

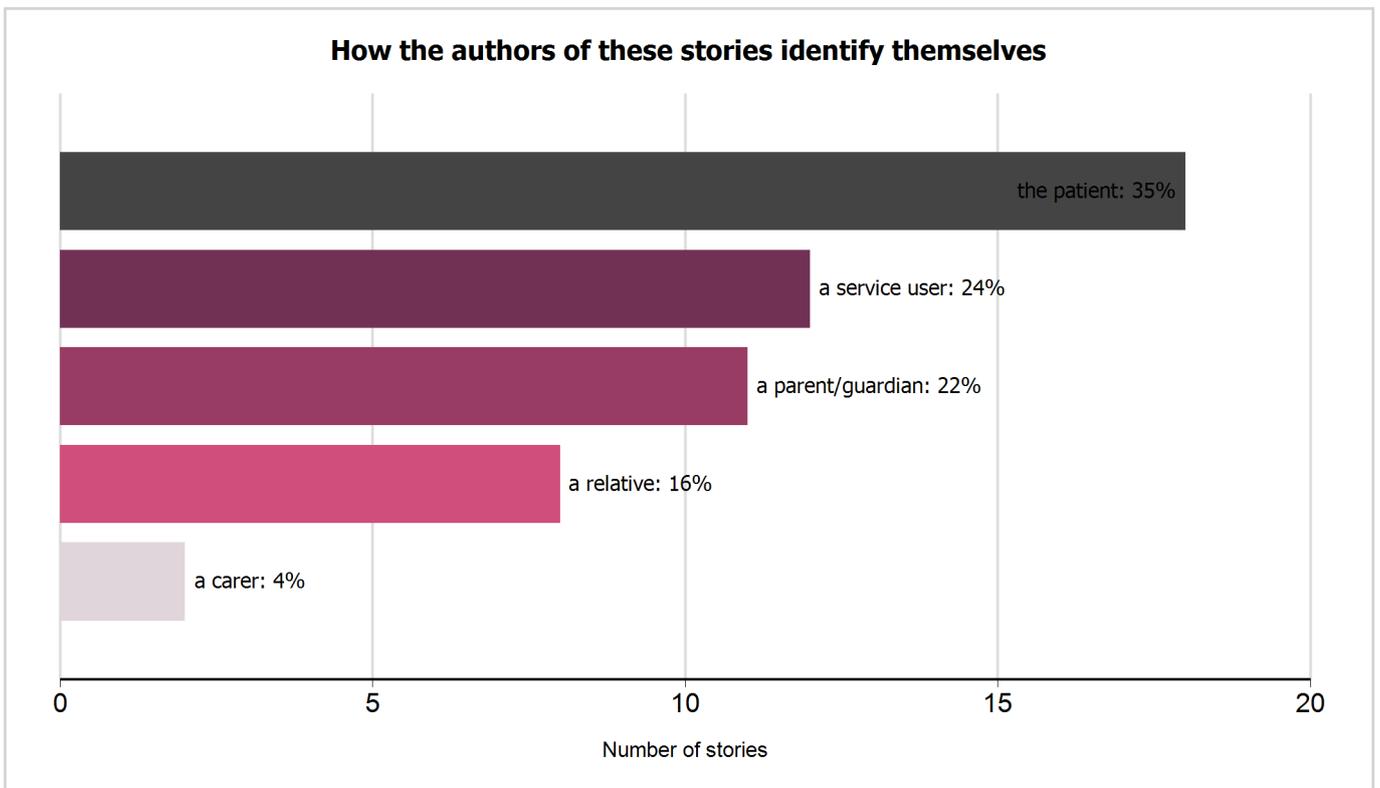
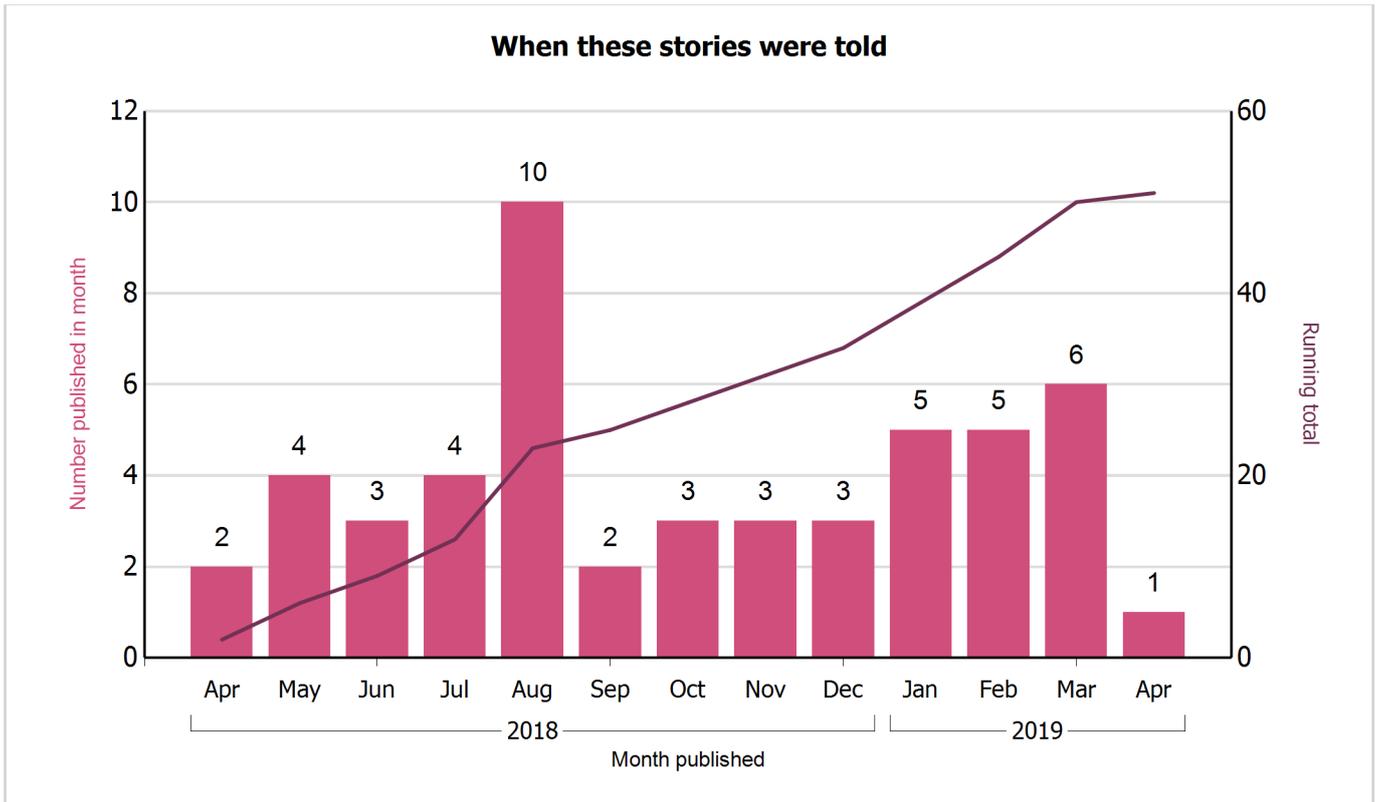
Over a 2 year period, starting summer of 2016, I had x2 Gastro appointments - symptoms: severe right lower abdominal pain, diarrhoea and significant swelling to stomach. Both consultants dismissed my concerns as to having a potentially serious condition. No endoscopy or CT arranged. Neither Dr even physically examined me. They promoted that I had work stress and anxiety related IBS. I was also diagnosed with non alcohol related 'fatty liver'...

Excellent staff but lacking aftercare information - 202 views

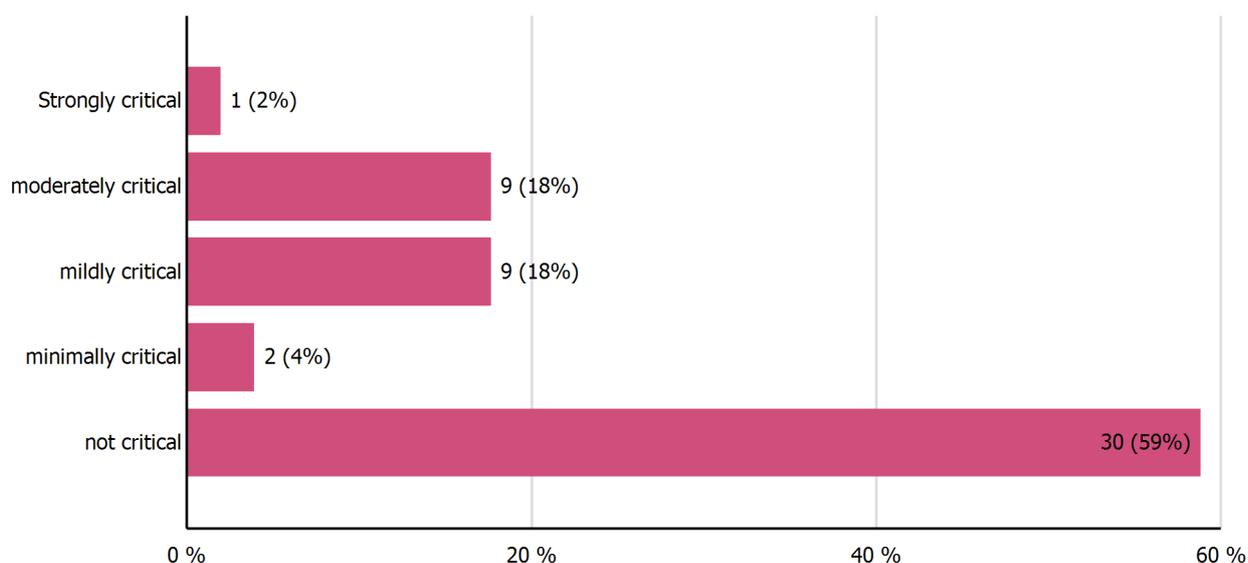
Posted by **Fefe** as a service user 5 months ago

I attended Dumfries Hospital at the end of April this year and after an X-ray was advised I had a left neck of humerus fracture. I was told it would heal naturally and given a collar/ cuff sling and painkillers.

I was asked to return to the fracture clinic and when I explained we were only visiting the area, I was then given a letter to hand in to my local hospital. The staff in Dumfries A&E were lovely and I was fortunate that it was not...



How moderators have rated the criticality of these stories



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	48	<div style="width: 48%;"></div>
NHS Herts Valleys CCG	1	<div style="width: 1%;"></div>
NHS Lanarkshire	1	<div style="width: 1%;"></div>
Unknown	1	<div style="width: 1%;"></div>

Most common tags added by authors to these stories

<i>What's good?</i>		<i>What could be improved?</i>		<i>Feelings</i>	
staff	13	communication	8	thank you	12
friendly	9	communication between departments	2	grateful	4
professional	7	not being listened to	2	at ease	3
Care	6	understanding	2	happy	3
caring	5	aftercare advice	1	reassured	3
kind	4	attention to detail	1	supported	3
Listened to	4	cancelled appointments	1	concern	2
nurses	4	Care	1	feel at ease	2
professionalism	4	child friendliness	1	ignored	2
communication	3	child-centred	1	impressed	2
environment	3	clear explanation	1	let down	2
explanations	3	communication with family	1	not cared for	2
kindness	3			relaxed	2

thorough 3

confidentiality	1	stress	2
consultant	1	terrified	2
ct scan interpretation	1	Thankful	2
delays	1	uncomfortable	2
disjointed	1	upset	2
Dismissive treatment	1	valued	2
doctor's manner	1	very upset	2
explaining	1		
facilities	1		
family kept informed	1		
follow up	1		
gp referral	1		
hospital discharge	1		
information	1		
information given	1		
information leaflet	1		
Listened to	1		
manner	1		
missed appointment	1		
more information	1		
more time	1		
needs met	1		
pain relief	1		
parent care	1		
physiotherapy	1		
reading notes	1		
response time	1		
rude	1		
Should listen	1		
staff introduction	1		
staffing levels	1		
The wait	1		
treatment	1		
understaffed	1		
understanding autism	1		
unnecessary tests	1		
unsanitary	1		
urine sample	1		
use of resources	1		
wait for assessment	1		
waiting	1		

Services the stories are about	Number of stories	Latest story
NHS Dumfries and Galloway	51	02/04/2019
Crichton Royal Hospital	1	15/10/2018
General Psychiatry	1	15/10/2018
Dumfries & Galloway Community Services	7	19/03/2019
Children and Adolescents Mental Health Service	2	21/02/2019
Community Mental Health Team	5	19/03/2019
Dumfries & Galloway Royal Infirmary	37	19/03/2019
Accident & Emergency	10	01/03/2019
Audiology	2	06/12/2018
Cancer care	1	07/09/2018
Cardiology	2	20/02/2019
Care of the Elderly	2	14/01/2019
Day Surgery	7	01/03/2019
Ear, Nose & Throat	1	06/12/2018
Gastroenterology	2	22/06/2018
General Medicine	1	07/03/2019
General Surgery	3	10/01/2019
Geriatric Assessment	1	22/08/2018
Haematology	1	07/03/2019
Maternity care	2	24/01/2019
Paediatrics	4	10/01/2019
Radiography	1	19/03/2019
Radiology	2	14/11/2018
Galloway Community Hospital	2	02/04/2019
Accident & Emergency	1	27/08/2018
Cardiology	1	02/04/2019
General practices in Dumfries and Galloway	2	20/02/2019
Innistaigh	1	09/05/2018
Nithbank Hospital	2	13/08/2018
Community Rehabilitation	1	13/08/2018
Rehabilitation	1	20/04/2018