Compliments and Concerns
April 12, 2016

Every day, Nova Scotia Health Authority receives feedback from patients, clients, families and community partners. We want to build pride in our service successes and learn from the concerns that patients, families, clients and community partners express to us about our approach to service. That’s why we’ve created the Compliments and Concerns feature, which we will update regularly.

If you have a compliment or concern you’d like to share (with all identifiers removed), please email NSHAnews@nshealth.ca.

This week’s compliments:
In the April 5 issue of The Chronicle Herald, Gary Horsman of Halifax wrote:
“Good morning world. So here I am, in the depths of VG hospital, a couple of weeks after I gave in to the fact I was too sick to do my job after 18 years of service as a porter at the VG.

“After 40 years or so of not going to a doctor for my own problems, except patch-ups, I find I have stage-four cancer and will be checking in my chips sooner rather than later.

“This epistle is only about me in the sense that I have found a plethora of kind, loving and very professional hospital workers. My family has been nothing short of glorious in their loving care; my fellow hospital porters have poured love over me.

“The doctors, nurses, cleaners, dietary workers and everyone else have been so kind and gentle to me. If you are scheduled to pack it in, there is no better way than to be surrounded by love and caring.

“I am not averse to having a few more days or weeks tacked on, but I have had 67 wonderful (mostly) years which is better than 200 years without much joy.

“I think the point of this is to invite people to stop bashing our hospital staff who are mainly doing the best they can with what they have been given.”

A patient’s family member sent the following note of appreciation to the Palliative Care staff at the Cape Breton Regional Hospital:
“We want to express to members of the Palliative Care Service our deepest gratitude and respect.

“The team’s initial assessment and subsequent visits to our aunt conveyed a deep sense of caring and compassion, and provided the appropriate treatment that allowed her final days to be spent in comfort and dignity. This sense of caring was not only extended to our aunt, but to family as well.
“Dr. Saneea Abboud and Mary Ruth Joseph, RN could not have been more supportive and respectful as they listened to our concerns for our aunt's well being.

“We are truly blessed to have such a professional, caring, and compassionate service as a resource within our community.”

This week's concern:
A family member recently sent this plea to let loved ones know what's happening when a patient is undergoing surgery:

“Please, please, please ALWAYS update patients’ family outside waiting for them to get out of surgery. I was told about 30 minutes left and someone will call you in for aftercare instructions and to see my husband. Only to be told 2 hours later he was done...No one told me the surgery was successful. No one even told me the surgery was done, leaving me to assume the worst. That is the worst feeling ever. It takes 2 minutes to pop into the hall after a surgery. At the very least a phone call from the recovery nurses. A little goes a long way in such stressful circumstances!”