

Dear Mr Goyal.

I am writing this letter in appreciation of my treatment in your care recently.

My care in the new Anwen ward was excellent. All of the staff were courteous and extremely kind.

Because I have some mobility problems they wheeled me to all of my treatments and even wheeled me to the front entrance when I was discharged, where my daughter was able to pick me up in her car.

Apart from a few problems with the new ward such as finding light switches and making the shower work I had a very good experience.

Watching the staff work on Tuesday morning was something to be marvelled at with so many patients and carers coming in at 7am and everybody knowing how to sort everything out.

Then the whirl of all of the doctors and consultants coming around before the surgery lists started. Still everyone was good humoured and had time to make sure that I understood everything that was going to happen to me that day.

Once again my thanks to you and all of your team.

Yours sincerely