Compliment Received

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| Compliment ReceivedDate & Time  | 11/05/21 |
| Compliment given by:  | VCPatients wife |
| Description of compliment  | V telephoned to say she had a fantastic visit with her husband and it went really well, she said J was so alert and interacted with them and * 1. Support -Tracey. V commented that she could see why J responds to Tracey well and what a brilliant job she is doing.

V actually said that as she approached Pathfinders building her first impression was that it looked a bit oppressive with all the cladding but when she entered the building she was very impressed with how light and airy and welcoming and warming presence she felt. She continued to say how the staff are so accommodating and friendly. In response to V first impressions of the outside of the Pathfinders building, I explained that Pathfinders is part of the Sherwood Energy Village hence the wood cladding being part of ecologically friendly building. V was very impressed with this information and praised Pathfinders even more so for looking out for the planet. |
| Staff members informed  | Donna McFarlanePatient & Family Liaison Officer |
| Person received compliment  | TM - 1-1 supportWhole team at Pathfinders |