



What our patients say

Julie: *"When I arrived at the ESC I was a little bit anxious as I'd never had major surgery before like this. As soon as I walked in I felt like I'd walked into my best friend's house. I have never met such caring, lovely people on a reception desk."*

Laurien: *"The staff were so friendly and helpful, but I was especially grateful for how at ease they made me feel, and the follow up call the next day."*

Amber: *"From the moment I arrived, each receptionist, nurse, anaesthetist and surgeon treated me with the utmost respect. The care I received was genuine and personal. The aftercare follow up call was a welcome surprise and much appreciated as I did not expect such excellent and first class care. "*

Charles: (Directly to the Minister of Health) – *"I am writing to you minister as these people are your team and I believe they should be congratulated on a job well done.*

If you could pass on our profound thanks to them I would appreciate it. They were all stars."

Phil: *"The thought of any hospital procedure is, for many, a source of great anxiety but, from the moment I was admitted to the moment I was discharged, I was put at my ease with every aspect of my care clearly explained to me along the way. The experience for me was positive one, and often enjoyable, thanks to the good humour with which the team delivered its care. If a benchmark had to be found against which hospital facilities should be judged then the ESC at North Shore must surely be it."*

Kylie: *"I just want to say from the moment I arrived all the staff were friendly and efficient. From the reception staff, the nurses, surgeon, anaesthetist. I just want to say a big thank you everyone!"*

Ben: *"All I wanted to say is how I was so impressed with the whole team. So professional kind and efficient they were."*

Mark: (Directly to the Minister of Health) – *"The new facility is outstanding, but even more so the kindness and caring of all staff whom I had contact with. I can't express enough my gratitude, for the genuine kindness and support that I have received and now looking forward to resuming full work activity shortly, or during the coming months. So just a short note of thanks from a very grateful patient."*