

Good day

I know people are very quick to complain, and feel it is always such an uplifting experience when good service are being received, therefore the following compliment.

My mom, Mrs PMD Pretorius, was admitted to your hospital dated 23/03/2012, 7th Floor, Ward 17, room 9 for a procedure.

From the moment she was booked in at 06:00 the morning till 20:30 when she was discharged her overall experience was absolutely amazing.

When I arrived at 08:00 (being the stressed out daughter who wanted to be with her the whole day), I was allowed to stay with her. The staff in this ward was ABSOLUTELY FABULOUS! They were friendly at all times and treated my mom with dignity and respect and they were so sweet to her.

For myself, hanging around the hospital in general and going outside for the occasional smoke breaks, I found it seriously awesome that wherever I walked or sat, every single Hospital staff member, from the Cleaning crew, to nurses and doctors and who knows what else ranks I ran into, every single person greeted me with such warmth and always smiling. I actually felt as if I worked at the hospital myself and everyone knew me!

This is very unusual as my experience of the private sector is a complete opposite point of view where you sort of feel in the way and unwelcome.

The 1 Military hospital can seriously teach the private medical sector what service is really about.

I write this compliment with a smile in my heart and really, sincerely hope that all staff involved this day in Ward 17 gets the acknowledgement they so well deserve!! Unfortunately there were so many I cannot recall their names, I'm sure you would understand: )

My gratitude.

Kind Regards

Sanette Pretorius Kommersiële  
Onderskrywer /Commercial  
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