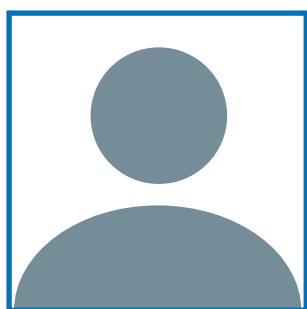


Patient experiences



“ I feel that people should be more aware of the NICPM and how wonderful you all are; because it has improved my life for the better and it could help to improve more people’s lives. ”

Patient B from Yorkshire

I am writing you this letter to say thank you so much for what you and the staff have done for me. When I arrived on your ward I was so lost, scared and emotionally drained. I felt trapped within myself; I didn't know who I was anymore. I was petrified that I was never going to find myself and be the person I once was.

My life had been turned upside down and disrupted so badly because of my illness. I felt so alone and nobody understood how I was feeling. My illness affected my nearest and dearest and I couldn't cope seeing the hurt in their eyes - it tore me apart.

I then got referred to your ward. At first I was worried that this was my last chance of getting better and I prayed to God it would work. I was so desperate to get better, I was willing to open heart and mind to whatever therapy was required to make me better. This has truly been one hell of a journey; the staff have been there all the way from day one, psychologically, emotionally and physically assisting in as many ways possible to keep me active and still connected to the outside world.

I never understood my illness until now, I thought I was the only person in the world to suffer from Non-Epileptic Attacks, but I was totally wrong I discovered that these can happen to anyone and at any time. I felt like I was being punished for doing something bad in my past so I was being punished by having these episodes. I now know that I am not being punished, my brain just decided to shut my body down to protect me from my thoughts and distress I was experiencing at that point in my life.

“ You have such a fantastic talent and kind heart when it comes to making people’s lives better... ”

I have been on this ward for a little while and in that time I have had wonderful nurses, doctors and caring people surrounding me every day. It’s like a small community or even a family. I found it really difficult to leave my husband and children behind while I was on the ward, when I was able to cope a little I was encouraged to go home on weekend visits so I could still be connected with my home life. That is what kept me fighting through the difficult times.

I have got to know each and every member of staff personally which made it easier to express my thoughts and feelings. From the very first day on this ward I felt like I was no longer isolated, they are all kind, caring, professional people that each has a special place in my heart. If it wasn’t for the ward and the staff that work within it I would have had to be ill for the rest of my life and never know why and how it started.

I will never forget what each and every one of your team did for me in my troubled part of life, I feel that people should be more aware of the NICPM and how wonderful you all are; because it has improved my life for the better and it could help to improve more people’s lives.

I am leaving the ward to continue on my journey until I am the person I once was, a strong, positive, passionate, caring, kind and loyal friend. I have the NICPM to thank because if it wasn’t for you and all staff on this ward me and my family would have suffered because of my unexplained illness.

You have such a fantastic talent and kind heart when it comes to making people’s lives better, not just for the patient but their loved ones, and your family should be proud of the work you do and the staff’s families should be proud of them because of the dedication they all show to their patients and families. You are all inspirational people.

Thank you for helping me find myself again.