

Patients Testimonials from Spire Harpenden Hospital-2022

Dear Mr Parwez,

Please find below consultant feedback received via the **Patient Satisfaction Discharge Survey Results** for the month of **December, 2022**.

"It is the first time I have ever known not a single member of staff had a bad word to say about Mr Parwez. He is so highly thought of that it fills you with confidence. And I never expected for him to come and see me at 9.25pm at night. I was in good hands and I'm hoping to be back in three months for knee replacement No2."

Dear Mr Parwez

I hope this email finds you well.

Please see below your patient feedback from **November 2022**, more lovely comments so you can now definitely rest up for the Christmas period

"Very happy with my consultant"

"Mr Tarique Parwez, explained my operation in detail and gave me the confidence to have my Knee replacement. Has the perfect bedside manner."

"Very satisfied. I trusted in his ability to perform the operation, so I felt very positive about the outcome"

"I felt he was understanding, and explained everything that I would be going through and what would happen after my operation"

"Was fantastic, made me feel at ease. Made me laugh when I got over whelmed"

"He was confident and this gave me confidence"

"Mr Parwaz put me at my ease at my first appointment and I felt confident in him carrying out my surgery The whole process was extremely efficient from confirming the need for surgery in August through to his post-operative visit."

Thank you for your ongoing commitment to helping us deliver the highest quality patient care.

Kind Regards,

Natalie

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Dear Mr Parwez

I hope this email finds you well.

Please see below your patient feedback from **Sept/Oct 2022**

"He explained everything, in many different formats so that I fully understand. He came and personally visited me for the 4 days whilst I was there and spent time understanding how I was progressing. Explained every day what I was to expect, whilst little things were happening to put my mind at rest. Polite and respectful with compassion in explanation. An example others should follow."

"He explained everything clearly and precisely at my 1st consultation and then again after the operation"

"Mr Parwez was very ,very nice. He was extremely easy to talk too and gave me all the time I needed. He answered any questions or concerns I had so that I went into the operations totally confident and at peace in the care that I was going to receive."

"First class"

"A very nice chap who seemed to know exactly what was needed straight away and he didn't beat about the bush"

"Having a partial knee replacement was venturing into new and somewhat nervous territory for myself but my consultant Mr Parwez explained the process fully and put my mind at ease. The care and attention to detail and of course the operation itself undertaken by Mr Parwez has been first class"

Thank you for your ongoing commitment to helping us deliver the highest quality patient care.

Kind Regards,

Natalie

Dear Mr Parwez

I hope this email finds you well

Please see below your patient feedback from **June- Aug 2022**

"His approach was straightforward but delivered in a reassuring way so as to make you feel you were in a safe, secure environment. Your questions were important"

"A very nice gentleman who was so friendly. He explained everything to me. He came to see me which made me feel he really cares."

"He was very nice and told me what I needed to know .big thank you for what you had done."

A very special thanks to Mr Parwez who provided the diagnosis, put all options to me clearly and allowed me enough time to think about them. I had a choice to make as I had broken bone in my knee and only had pain intermittently when I stood up. I took the decision to go ahead and I am very glad I did. Handled with extreme care by Mr Parwez with great advice on how best to prolong my arthritic knee with a view of trying to avoid any more surgery in future. Mr Parwez is a great listener and very skilled. He also goes the extra mile to ensure what you want is provided without delay and also ensures other professionals he recommends hold similar high standards. Also Dr Nazia Ijaz, the Anaesthetist who stepped in at the last moment was fantastic. She picked up straight away that I have sleep apnoea and therefore I was extremely worried about dire impacts from the anaesthetic. Her expertise meant that fine calibration of the anaesthetic was undertaken and caution at every appropriate point during and after the procedure"

"My consultant took time at our initial meeting to explain why I needed the operation, what was involved and what could go wrong. I felt he was assessing me throughout the consultation as to how I would cope with the operation and afterwards. I appreciated this since he'd never met me before. On the morning of the operation he came to see me and he was there in the recovery room to explain how the operation had gone and what they had found. He came to see me in the evenings to check on how I was getting on and my wound. I felt he listened to my concerns and addressed them: a very kind, thoughtful man.."

"I felt very well informed and comfortable with the consultant. He came in before and after the op to check on me. However I wish when he visited after the op he would have stayed abit longer or visited later as I still felt under the anaesthetic when talking to him"

"The consultant was brilliant in that i was put at ease from first assessment until the night before i came home and had final meeting"

"He was very professional."

"He patiently answered all of my questions before signing me off"

"Came into my room prior to the procedure and put me at ease. Post procedure my consultant came and saw me the following day to check my wound and assure me that the procedure went well"

Mr Parwez is a lovely man who explained everything, but I didn't always catch everything he said"

"He explained the operation and what it entailed. He saw me before the operation and straight afterwards whilst in recovery. I saw him for a brief moment Friday/Saturday when in my room"

"It's only day six after the op so it's too soon to say if it's a total success , otherwise I thought the consultant was straightforward and professional in all areas"

"From the initial appointment he made it clear what the procedure would be. Said there was an option of possibly 2 procedures though the one I had was the most beneficial to me to which I fully agreed. He was upset when the first procedure was cancelled and put me back through again for as soon as possible date which arrived within a month of seeing him again. Extremely happy with his service and care from day 1 to completion"

"Mr Parwez was clear in his assessment clinic about the treatment that he would recommend and the reasons for this; he discussed my questions and concerns. He provided information about his website and access to a record of his clinical practice including his professional and colleague feedback form for his professional appraisal. I felt confident that he was a highly experienced surgeon who had done a large number of procedures and that he had not only a practical interest in orthopaedic surgery but that he also thought about and took action to ensure his practice is effective, safe and unlikely to give the patient an unsatisfactory outcome"

"Mr Parwez has been very kind and understanding throughout my care with him, he took the trouble of explaining post op x-ray results and assuring me everything was well"

"He was extremely attentive, informative and reassuring"

Thank you for your ongoing commitment to helping us deliver the highest quality patient care.

Kind Regards,

Natalie

Dear Mr Parwez

Apologies I just came across more feedback from **May 2022**

"I felt fully informed from the start to the finish"

"Mr Tarique Parwez. I have had two full hip replacement surgeries by the above at the Spire Harpenden. Both have been very successful. Mr Parwez put me at ease and explained the procedures fully I would highly recommend him to all family and friends"

"Mr Parwaz was very informative about my mum's hip replacement surgery. He answered all our questions and made us feel confident in going ahead with the surgery"

"My consultant was a very upbeat gentleman who obviously knew what he was doing and had done it many times before! Confidence was not lacking and it put me at ease knowing that I was in good hands"

*"My consultant was very sincere and made me feel at ease with him
The nice thing was that he was not rushed had time to chat and explain things to us
I was very happy with my treatment and care, I completely trusted his option and felt very confident in his care"*

"Mr Parwez was very informative and kind. Answered all my questions. And when there had been a hold up with my pathway Mr Parwez sorted the issue out for me. I work for the nhs and I understand things can go wrong. It wasn't explained to me the actual reason why my pathway was held up. Just people leaving and others taking over somehow it affected my pathway. Instead of waiting 6 months as the internet stated. I waited nearly 11 months. But I found a different email and emailed on a weekend. Not really expecting an answer to be honest. And Mr Parwez answered within 10 mins. He got the problem sorted the following day. Thank you Mr Parwez. I cannot fault him."

"Very happy with consultant"

Thank you again for your ongoing support and commitment

Kind Regards

Natalie

Dear Mr Parwez

I hope this email finds you well

Please see below your patient feedback from **April/May 2022**

"Professional, informative, calm & methodical"

"Mr Parwez was excellent before the op explaining the procedure. He was kind as I entered theatre and checked on me in the recovery room and when I went back to my own room. He reassured me that the op had gone well and that I should have a good outcome. I had complete confidence in him"

"I found Mr Parwez very easy to converse with, he was informative helpful with questions and confidence giving with treatment"

"I was relaxed about the operation and during surgery because I felt I was in experienced hands"

"Very professional whilst understanding my concerns. I felt totally safe in his hands and those of his team"

"Mr Parwez was the first to greet me on admission... He also made apologies for my operation cancellation in February He made me feel at ease from start through to leaving Spires I saw him most days during my stay He visited me as I said before surgery and shortly after and then most days A very pleasant caring consultant."

Thank you for your ongoing commitment to helping us deliver the highest quality patient care.

Kind Regards,

Natalie

Dear Mr Parwez

Please accept my apologies for the extended delay in circulating the feedback received via our **Q1, 2022 Patient Discharge Survey**.

Feedback....

[January](#)

"He came highly recommended"

"I was extremely impressed with Mr Parwez he definitely lives up to his name. My G.P. knew how marvellous this wonderful man is at knee operations, and i particularly wanted him to repair my knee. I wasnt disappointed. He done an excellent job. I am now recovering at home... Mr Parwez is a wonderful surgeon and person."

"He was a very pleasant man in manner and appearance and I felt very comfortable talking about any worries I had regarding surgery"

"Very pleasant and friendly consultant whilst remaining very professional"

February

"My consultant was wonderful and I felt safe in his hands. I was less assured by the anaesthetist"

"Very approachable and informative"

"Mr. Parwez explained all aspects of the surgery to me and with his calm and pleasant attitude put me completely at ease with the procedure."

"The consultant was very confident in dealing with my procedure and after visit was very informative, good communications between consultant and patient."

"He was very helpful explaining everything to me and during the procedure and on the ward nice man"

March

"Mr Parwez was exceptional from the very first time that I met him in October 2021 saying how long my wait for the procedure would be. He said January 2022 then Omicron came on the scene. My expectation was that I would not be seen this year and in fact seen in Mid-March. He fully explained everything to me on the day and what to expect and visited me twice more after that. Thank you for being so reassuring."

Mr Parwez was very good at explaining everything beforehand and i believe a very good surgeon. Obviously after hip surgery it is painful but with after care you get is fantastic"

"What an amazing man."

"Due to the delay in the op not the Consultants fault I think the knee had gone to far and therefore i needed a full knee replacement"

"Mr Parwez is a delightful kind gentleman and I was privileged to have him as my consultant because I was an NHS patient. Thank you"

"I felt extremely confident in Mr. Pawez assured hands and his vast, surgical experience - and although Mr. Pawez is not a man of many words- (being a very busy man)- I felt very safe in his capable professional hands- and I am thus very grateful that it was Mr. Pawez who operated on me and thus thank him with all my heart! Ingrid Stronach"

"My consultant was wonderful, from being assessed, to the visit in my room before the op and with the visits after my operation."

"I found the consultant very professional and caring. Visiting after op and reassuring."

Thank you for your ongoing commitment to helping us deliver the highest quality patient care.

Kind Regards,

Natalie

Dear Mr Parwez ,

Please find below the feedback received via our November Patient Discharge Survey.(**November 21**)

"Pleasant, professional and I felt very safe in his care. My own personal circumstances were taken into account and I felt heard and cared for. He explained everything to me in progressive steps. Outstanding"

"The consultant put me at ease and helped me through this painful experience. The nursing assistant was also very kind, thank you"

Thank you for your ongoing commitment to helping us deliver the highest quality patient care.

Kind Regards,
Natalie

Dear Mr Parwez,

Please find below the feedback received via our October Patient Discharge Survey.(**October 21**)

"Always put me at ease and made me feel everything would work out ok, explained procedure to be carried out,"

"I have heard so many good things about Mr Parwez. He was a lovely man polite caring and understanding. Made me feel at ease."

"I had every confidence he was going to do a good job and would recommend him to others"

"Mr Parwez was very empathetic that I needed a knee replacement ASAP, reassuring that I will be on the waiting list despite the delays due to Covid. His secretary Stacy was very reassuring about the waiting list too . While in surgery, Mr Parwez is a very competent surgeon, who created a calm and a very pleasant environment in theatre. As I had a spinal anaesthetic, I could hear all the conversation. The staff were relaxed and they carried on with their duties while the operation was on. I did not hear Mr Parwez ask for anything. Everyone knew their roles and the operation was completed smoothly and without any fuss or delay. First post op day, he visited and enquired how I was and checked the dressing, before he finished his day. On the discharge day, he visited to check my dressing and informed me of my discharge."

"My consultant reassured me about the operation while informing of all the unlikely events which rarely occur he showed me the removed bone that I asked to see and came to my room to show me the X-ray taken on the following day and made me feel I had personal care"

Thank you for your ongoing commitment to helping us deliver the highest quality patient care.

Kind Regards,

Natalie

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