

Date: 15th January 2026

Patient Thanks for Outstanding Care to Angela Gavin, TCI Clerk in MDU

A patient has shared special thanks for Angela Gavin, TCI Clerk in MDU, recognising the exceptional care and compassion she showed during one of their hospital attendances.

The patient described being extremely distressed and overwhelmed at the time, and shared how Angela, as their first point of contact, helped to calm the situation. She guided them to the correct place and offered support that went far beyond what was expected, all delivered with kindness, patience and genuine humanity.

The patient said Angela's approach had an immediate and lasting impact during a very difficult moment. This feedback is a powerful reminder of how small acts of compassion can make a huge difference to patients and families, and reflects the values we strive for across WUTH.