

Date: 5th February 2026

Patient Thanks Shared with the Emergency Department and Volunteers

We are proud to share two messages of appreciation that highlight the care, kindness and professionalism shown by colleagues and volunteers at Arrowe Park Hospital.

Thanks to the Emergency Department team

A patient has written to commend the Emergency Department team after being involved in a motorway collision. They described arriving in shock and distress, with multiple injuries, and feeling anxious due to negative perceptions they had previously seen online.

They shared that they were seen almost immediately and received outstanding care from doctors and nurses who were kind, calm, thorough and clear in explaining every step of their treatment. The patient expressed deep gratitude and described the team as a credit to the service, asking for their thanks to be shared with everyone involved in their care.

Thanks to volunteer Chris Cliffe

A grateful parent has also shared thanks for volunteer Chris Cliffe, who supported them and their son during a visit to Arrowe Park Hospital. After approaching the main reception for directions to A&E, Chris not only explained the route but sourced a wheelchair and personally accompanied them to the department.

During the walk, Chris chatted with the patient's son and helped put both parent and child at ease at a very anxious time. The parent praised his kindness, patience and genuine care, and asked for their thanks to be passed on, noting how much his support meant to them.

Thank you to all our staff and volunteers who continue to make a difference through compassion, reassurance and excellent care.