Supplementary 2: Some example quotes from a selection of compliments and complaints.

- "Would like to thank Neurosurgery for their skills, care and kindness."
- "Staff nurse was very helpful, professional, knowledgeable and made the difficult situation easier to deal with."
- "Very upset that husband has not had surgery in four days."
- "Unhappy with father's discharge as feels it was too soon. Lack of information regarding community care/support available and feels father's fall at home was due to the hospital discharge."

