

Impact comments book

All of these comments have been transcribed from the comments book verbatim, removing only the patients' names.

I think the services here at Impact are fantastic – friendly, concerned and helpful. To be able to receive free treatment of such calibre is great – I've been needing treatment for years but couldn't afford it. Thankyou.

Great service – it has been flexible and has really made a huge difference to my health. Thanks.

Brilliant! Super! Cannot fault anything!

It's my opinion that all proven therapies should be offered to patients – rather than instructing a patient to 'learn to live with it' from my own experience....homeopathy has given me back my well being feeling and I am coping much better now after only two lots of tablets. Thank you for reading this.

When I first came here, I felt all over the place emotionally and physically with my faith in medical professionals at a low ebb. The remedy we found has helped me enormously – in general life is much easier to cope with. Thank you for enabling me to feel 'normal'.

Great service, staff are very friendly. Makes me feel better after having treatment. Wouldn't know where I be without the treatment.

Crap lift – can't use it and when I could – almost broke my finger holding the button. Some of us are ill even if we don't have wheels, and need that lift. Apart from that, brilliant!

Don't allow this service to be stopped, the benefits are too numerous to mention and the service is second to none and not comparable to the NHS! Thank you all so much. The service and its good work should be promoted further! My hand is too tired to write more good things!

I have been using the service (acupuncture and homeopathy) for over five months. I am extremely impressed with the treatment I have received from both therapists and doubly grateful the service is free of charge. By working holistically and focussing on the phenomenological and experiential aspects of patients, enables me to explore my own health and life. I have never experienced such a feeling of acceptance and care from the 'usual' professionals and as such regard this service as great value and priceless!

Being able to come here has made a huge impact on my life for the better. This service is a blessing to me, something I have needed for many years but not been able to afford. It is priceless to be cared for holistically by such wonderful people. I can't thank you enough.

Firstly, I would like to say that Audrian is an absolute asset to Impact. Always welcoming, very, very friendly and efficient. Myself and my partner both see Fiona and have an utmost faith in her listening skills, diagnosis and treatment. My health has improved in the months I have been coming to Impact and I have every belief the improvements will carry on. Professionalism, friendly, welcoming, all 10/10.

It has been a tremendous joy for each person I spoke to who has been able to join Impact. It has been one of the best places in Hyson Green. As for me most of my year-long sufferings has been cured by the great treatments I have received here. This makes me more assertive – thanks to everyone.

Well done, all the team is very good and doing excellent work.

Coming here for homeopathic treatment has been the best thing I've done in a long time. I've had various symptoms treated and they've all worked brilliantly – thanks everybody.

Great relaxing service, caring staff and reliable. The health service should take one leaf out of Impact's book – everyone would be happier going for treatments. Keep up the good work all at Impact.

It's service like this we need, where people cares about us.

One of the best considerate caring services available – long live Impact!

I have been having homeopathy with Fiona. It is great to see a health professional who really listens! All the staff at Impact have been helpful and friendly to both me and my partner who also accesses the service. This is an excellent service provided by a great team.

I see Fiona (homeopathy) about once a month (or even six weeks) for various problems. I find that sometimes it helps just as much to be able to talk about the things that bother me, as well as the remedies that are given to me. All I can say is that I'd be lost without this help now, so keep up the good work. This service is so much more than just the remedies, if I'd realised how helpful this service was going to be I'd have come here a lot sooner.

I got a little despondent that the remedies were not working for me – something told me to persevere. I'm glad I did. This latest remedy...has rocked my world. Fiona has pinpointed the right remedy and I feel like I'm on cloud nine - I have never experienced so much movement in such a short space of time, not even in my nine years of counselling and psychotherapy. I'm eternally grateful for all that they do here. I'm glad about the knowledge and wisdom of these therapists and the time given during treatment. This is an extremely valuable and unrivalled service.

I have been coming here to see Fiona for ten months now and have found the results of my treatment to be profound and amazing. For years I have tried to deal with depression and low self-esteem with anti-depressants and counselling, which actually made me feel worse, even suicidal. I would recommend homeopathy to anyone. Without it I could have felt bad about myself to years to come – thankyou.

Impact has been the only service that has worked with my illness (fibromyalgia). I have found all the staff and therapists eager to help and support me and they have gone out of their way to support me with a resource that has improved my health noticeably.

I would like to say thankyou to the staff at Impact, they are very friendly and helpful and I am very grateful for this service.

My acupuncture with Heather is going very well. I now have a lot more energy and am feeling healthier. Although I haven't stopped smoking yet, I feel that I am on my way and Heather has been very good at adapting the treatment to suit my needs.

Brilliant service, I didn't know anything about homeopathy before I came and did not realise how powerful the remedies are. It's great to be treated as a whole person (including your soul and emotions). This service has been of great value to me. Staff are lovely.

I am very pleased with this service. Everyone is very kind to me, staff are very polite and nice. I value this service. Heather will always be in my heart – thankyou.

This service at Impact is excellent. I didn't have a clue about homeopathy before I came. It is nice to be treated as a person and not some object, like a lot of the NHS. Everyone I have come into contact with has made me welcome and relaxed. Thankyou all.

I have had back problems for 15 years, after seeing Julie my back is 100% better. Thank you very much. Very friendly team, excellent service, keep going.

I have been coming here for about a year now, and have been seeing Fiona in the homeopathy section. When I first came here I had never tried any homeopathic remedies and was a bit sceptical about whether they would work or not. I was pleasantly surprised to discover how well they worked. I've tried various remedies for various symptoms, and had some brilliant results. From depression and sleeping problems, to treatment to help with the healing of my leg ulcers, I've had help with all of this and more – and now I would highly recommend that anyone else try it before going to their GP. I have managed to reduce and almost cut out completely the pain killers that I get from the doctors, because I've been getting homeopathic treatment instead which has worked just as well. I have some pretty bad ulcers on my legs and was given a remedy to put on my ulcers after washing them – and within about a week I could see for myself just how quickly they were healing – and the only thing I'd done was use the remedy Fiona gave me. "Magic potion", I call it. Keep up the good work, this service is invaluable to me. My ulcers would never have healed as quickly as they are now if I hadn't come here to see you. I find it so helpful and therapeutic just to come and talk...about my problems, when I've been depressed. So it isn't just about the remedies you get, it's the one to one personal care that counts – not just from Fiona but also from the secretary at reception who is so easy to talk to. I always leave here feeling as though a big weight has been lifted from my shoulders. This is a brilliant service; it has changed my life, and my views on alternative treatment. I'd recommend it to anyone. Many thanks to all the staff at Impact.

I have been suffering from depression and anxiety for some years now and have recently been seeing Fiona. I've found my visits to be a lot of help and beneficial to me. Being able to talk about my problems as well as having homeopathic remedies has made things a lot easier for me. I really appreciate my visits to Impact and would like to thank Fiona for all her help!

Before coming here, I was in constant pain and there are a lot of things I couldn't do. Since coming here, I've not been in constant pain and I've done more than I did before.

I have just noticed this comments book and I would like to record my gratitude for the treatment I have received here from Julie. A year ago, I crawled here in some

desperation with a bad back which had become progressively worse over the previous six months. Julie has made the world of difference to the quality of my life. Before she treated me I could not face the walk of 200 yards to the shops as I would come back doubled up. Within about 6 weeks or so I was more or less cured. Julie has been the only medical practitioner to do me any good. Previous to my coming here I had visited GPs, quacks and osteopaths – all without any relief from my symptom of back pain and arthritic hip. Latterly I have been able to come here to get relief from a painful arm/shoulder injury caused by skiing. Again I have found that Julie can literally put her finger on the problem and I have been very impressed with her care and skill. I count myself lucky that she has been here when I needed her. Thanks very much – I think you are superb.

When I come for my appointment the staff makes me feel very welcome. The treatment I have been receiving from Fiona helped me a lot. I think Impact is the best place for the people who suffer from pain.

Impact helped my mum. Thank you.

We are very happy to find out about Impact. We are very, very sure we can get the benefits of homeopathic medicine which we couldn't otherwise afford. We are sure our health will get better – without the side effects.

Fantastic work – not just in the professional sphere, also in welcoming a wide range of people with a huge variety of different needs from a diverse and deprived community. Impact is out there – doing good work. I really believe it is making a positive difference in this area. Personally my treatment has been very effective, simple and straightforward, and has reduced the number of times I need to see my GP. Seeing my GP is not an enjoyable experience – coming to Impact is – I am always made to feel welcome and highly valued as an individual. Fantastic work – let's have more!

This service is helpful, the staff are friendly and I feel more confident in getting better when I was before, it's good to be able to get some treatment without side effects.

I've been seeing Heather for acupuncture for several months. I came to get relief from anxiety which was showing itself as tension in my back, neck and shoulders – I was in great pain. Acupuncture relieved the pain within a couple of sessions. Although I found the procedure quite daunting initially the results have been amazing. I always feel very calm after treatment and feel energised within a couple of days.

I am very thankful for the opportunity to be able to get the treatment I am receiving for my digestive problems, arthritis and other ailments. Previously both knees were very pain and swollen and I am now feeling a lot better. To be frank no way would I have been able to afford to have these kind of treatment privately. Also very importantly the staff are so lovely.

I have been having acupuncture for a long standing problem since the project first started. Although my physical pain is still there, Heather and the treatment I have received has helped me enormously on an emotional level, I am hoping that the healing of my emotional issues will eventually make my physical pain lessen and if not that I can accept the illness and live a positive life in spite of it. I believe to have healing on this level and at this depth would be almost impossible within the traditional medicine system, and I feel very luck to be able to access the Impact service. It is the only completely positive thing I have gained from the £55 million that

New Deal have to improve people's lives in this area, and many people I've spoken to agree with me.

I am really lucky to have been able to use the service at Impact – it is a wonderful resource for local people. The people are so friendly and make you welcome, but also they take you seriously so that you can make sense of what's wrong with you. I can't really think of any improvements you could make to your service – it manages to be efficient and professional, friendly and caring and lets me choose the kind of treatment I want – thank you.

Coming to Impact has really help me. I feel so much better. The pain in my shoulder is so much better.

When I first came to Impact to do interpreting, I felt thoroughly the calmness and friendly environment there which makes me feel relax. From the moment one walks in to the moment one walks out the kind treatment continues to be there with you.

When I was first introduced to Impact, I was in a dreadful state with my back. I was literally being helped to dress, bathe, walk etc, but now with the skills, time and patience of Julie in particular and Heather just recently my health has improved dramatically. Many thanks.

I have found this service very helpful. Since I've been seeing Fiona, I have managed to come off antidepressants and I've gained lots more confidence which is great.

I have been receiving treatment from Impact since 2004. At the moment I am now having homeopathy and chiropractic treatment. For me this is an essential part of me having a positive attitude and action towards my health and wellbeing both physically and mentally. The combination of these treatment work well for me – there is no way I would be able to afford the combination of treatments, therefore I just wouldn't have them. I am pleased that finally I can have treatment for back pain and injuries that I have had to forget about, because of the financial burden it can create and the unsatisfactory approach that GPs have. The Impact team are really professional whilst remaining sensitive to the individual needs of their clients. Impact is an essential part of this clinic and this community. It is one of the things that keeps me living in this area. Many friends are disappointed that they live outside the catchment area for Impact – there is a need for this service in the whole of Nottingham and nationwide. People need choices and a variety of approaches to generating wellbeing – alternative health is becoming more popular – but the main thing is to empower individual to respect and be responsible for maintaining and improving their health – and this scheme empowers the community. This has positive written all over it, keep funding this scheme – it's amazing!

I have been coming to Impact for about a year, I have seen Julie who really helped my back pain, and Fiona who gave me a remedy for myself and my two children, I feel that we have all been helped and are finding our lives easier and more balance to live, thankyou.

When I first came here, I was in a bad way. I was in a lot of Pain. Julie has helped me, she show me how to sit and walk and this has helped with the great treatment that I receive. I have told lots of people about this place. I can live with the little pain I get from time to time – it's nothing compared to what I use to get – thank you Julie.

Mind, body and soul they have treated me. New hope and alight at the end of the tunnel they have shown me. The only way is up, when the right spot is touched you will know with Impact.

I have had acupuncture on both knees and both shoulders. My motivation has improved so that I can walk again and do some jobs I was unable to do, have faith in Heather who is a fun person to work with. I am now happy with life, and applaud all the work that Impact put in.

The first comment I can say is well done Impact – without the caring staff at Impact – maybe by now I would be in my grave. I have been suffering long-term illness since the late 80's and have found comfort at last. With the treatments and encouragements from the staff etc I feel the need to be nearly as fit as a young child, with my aches and pains almost completed. On my first visit I had little confidence, but now I am more assertive than ever since I was 30 years old. Thanks all again, keep the good work progressing – well done staff.

My daughter...has been coming to see Julie and Fiona, over the months. I am very, very grateful her treatment has gave her a new lease on life. She's more positive and her energy is a lot better, although she has lost a dear friend. She is still progressing well. I am very impressed with both her treatments with Julie and Fiona. And will always be very grateful that the treatment is here. I do hope that everyone gets the treatment they need in the future.

Yes the only good thing NDC have done and can see positively working. Without Impact I would be at a loss.

My health has improved since seeing Fiona and energy levels have increased. I feel very appreciative and hope Impact remains open in 2007 to help others also. My daughter also benefited by seeing Fiona, who gave her some homeopathic tablets. Keep up the good work Impact.

The treatment has been fantastic for my back problem. I feel so much better after only a few sessions compared to physiotherapy which hardly helped at all. Thanks a lot for your help and for the exercises which I do at home. Good luck with your funding.

My headache has been less severe since I came here to Impact – I hope to keep coming.

Since I have been having treatment at Impact I have found that my life has improved greatly. I wish I was able to keep coming for further treatments, but as funding will no longer be available for people like myself I will have to hope that further funding will become available in the near future. Impact has provided a service second to none, so keep it going and I hope that Impact have a good future. Once again I would like to say thank you to everyone at Impact for there help that has made my life bearable.

I have been very grateful for the acupuncture I have received, which has helped enormously. The atmosphere here has always been warm and inviting this is an extremely valuable resource available which shall be missed greatly, hopefully things may get better. Alternative remedies I believe are vital to mental, emotional and physical wellbeing compared to pharmaceutical drugs. Thankyou from the bottom of my heart.

"The best thing to come out of the NDC funding." These words are what I believe to be true – I have improved tenfold since my treatment here from Heather and Fiona. Many thanks to them both. I would not have been able to have come here had the treatments not been free!!

I have been receiving treatment from Fiona for depression and anxiety. I'd been having regular visits at the start of my treatment here at Impact but as time has gone on my visits have been less frequent. My last visit here was in July and now its November I've come for my last visit. I've found it to be a lot of good and now my symptoms are less severe and few and far between. I'd like to thank Fiona and the Impact team for their help and support because I now feel things are looking up for me and it's something I haven't felt in a very long time!

Since attending Impact I've found nothing but steady ongoing improvement for the complaints that have been with me for many, many years. It would only be right for the clinic to carry on with their work. Many thanks to everyone at Impact.

Impact is an inspiration to my whole life. When I started at Impact I was shy, nervous, full of anxiety, blood pressure, etc etc including pain. Heather, Fiona and Julie has taken me back to a normal way of life. Without them I don't think I would be alive today. Thanks to you all, including Audrian, who looks after me with encouragement and tea and coffee.

Thanks for all the treatments and hospitality. Thankyou Julie and doffing of cap to Audrian, the lethally efficient receptionist. (You should be in the next Bond movie).

After being treated here after my near death accident, I felt like I was actually in recovery at last. Now no more treatment due to no funding and I'm back to a very slow recovery. I was so grateful to have my life returning again and now I feel if I'm slipping back into stagnation. Whatever, thank you all very much for your treatment and good luck in getting funding for us poor sad cases who can't afford private.