

**Date:** 23 September 2020

Due to the COVID pandemic, the planned procedure for removal of a bladder stone (following assessments and scans at Trafford General in November 2019) was understandably delayed. During the following few months, the condition became increasingly uncomfortable. As a result, I explored the possibility of admission to BMI Alexandra Hospital for the procedure to be completed.

From March to July (when the procedure was completed), I benefited greatly from the high levels of expertise, care, support and advice from Mr Tang and his team. I wish to highlight the following aspects of the treatment I received:

- Very efficient sharing of medical records and relevant information between my own GP, NHS staff and thence with Mr Tang
- Clear and effective reference to the above information (including MRI scan, blood tests etc) whenever I spoke with Mr Tang and members of his team when admitted to the BMI Alexandra Hospital
- Courtesy and sensitivity at all times provided by all staff at the BMI Alexandra Hospital
- Great co-ordination of efforts by and between health staff in pursuit of my care and treatment
- Excellent care and support when preparing for general anaesthetic
- Excellent post-procedure care and recovery
- Excellent advice and support to discharging me back to my GP.

In conclusion, I wish to praise Mr Tang and his team for attending to my medical and health needs so that I am now free from discomfort. Many thanks!

JA