

Certificate of Excellence 2018 awarded to Mrs Janet Renn

Tuesday 8th May 2018

We are delighted to announce Janet Renn, Advanced Nurse Practitioner and Nursing team lead at Kings Heath Medical Centre, has been awarded the Certificate of Excellence 2018 by iWantGreatCare, the world's largest independent patient experience website.

This annual award is only made to clinicians who receive consistently outstanding patient feedback and is testimony to the great care Janet offers her patients.

Looking at the reviews on the iWantGreatCare, Janet has received five-star ratings in all three categories of recommend, trust and listening from all patients who have commented on their care from her on this website.

The most recent testimonials for Janet include:

"Mrs Renn was the only medical staff to take the time to listen to me, ask me questions, discuss my symptoms and my worries with regards to the medication suggested. She was friendly and approachable. She also made sure I came back regularly to see her and assess my progress."

"Mrs Renn is great at her job and willing to listen. She understands you are a person, is easy to talk to about your illness and will go above and beyond to help. "

"Janet is a great professional who not only does her job very well but also is a lovely person. She takes time to listen to her patients and make them feel like they are not just a number. I attend appointments for myself and for my three year old daughter, Janet is great with my daughter and my daughter looks forward to coming to the doctors to see Janet. Janet is very patient and understanding. What an outstanding nurse, it's great to have someone that is not just there for the job but cares about people and their wellbeing."

Janet said: "I am thrilled to achieve this award as evidence that I am providing the best quality care for my patients. It's so rewarding to see such meaningful feedback on the iWantGreatCare website."

"This useful site helps new and apprehensive patients feel more confident about their healthcare professionals, allowing them to read evidence that they are serving their patients well and improving lives. It increases transparency in healthcare and also empowers patients to review the care they receive," added Mrs Renn.

