

## Maternity Stop Smoking Service Patient Testimonial

My Stop Smoking Service Advisor is not mean and doesn't push information down my throat - she is factual and sees it from both sides. She listens to my thoughts and struggles without judgement and uses her gentle persuasion to get me to listen to her. She communicates to me on my level, and I really like the self-disclosed elements of her experience. I really knew then that she understood and would support me in every way.

I struggled with the nicotine replacement therapy because it made me throw up, and my Advisor listened and guided me to other alternatives. I used to be dead against e-cigarettes and vaping. However my Advisor explained to me what an e-cigarette is and what it does and does not contain, so I have learned and changed my opinion. She did not just give me a leaflet, took the time to explain how they could help me.

I am a very headstrong person and so it is very hard to change me. My advisor did not give up on me though. When I struggled and my CO reading was high I did not feel judged. The CO machine has been a good tool and helped me visually, acting as a wake-up call.

Although I am not yet smoke free, I have every intention of giving it a go. I am going to do it for my baby and that is a promise.

I would not change anything about my Stop Smoking Advisor because her approach is spot on and pushes me in a good way. We have developed a connection and that keeps me coming back.

Thank you.