

## Participation Feedback

### April 2017 – March 2018

#### Comments Cards\*

Number of responses

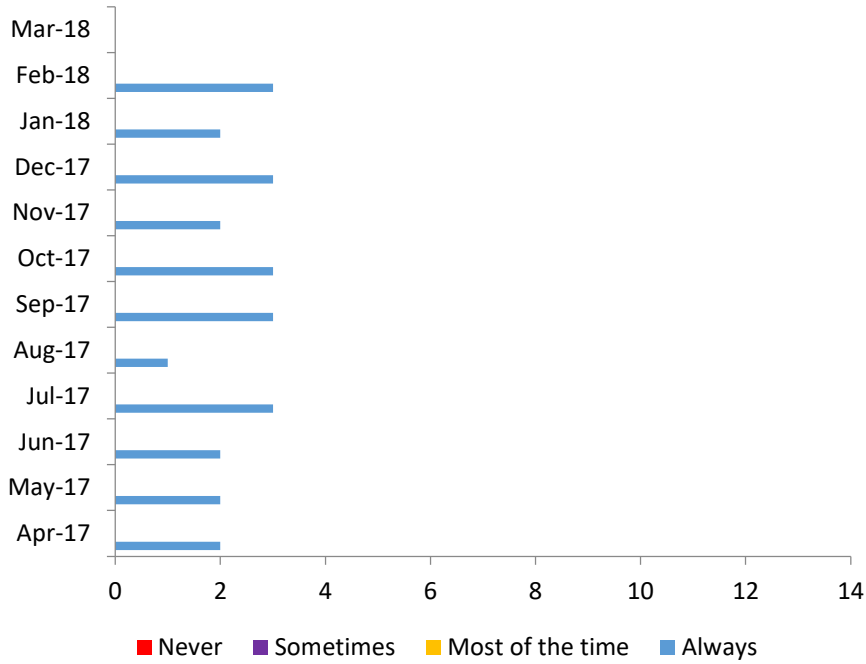
	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Day Patient												
Inpatient				1	1	1	1	1	1		1	
Outpatient	1						1					
Known to Inpatient and Day Services												
Family, carer or visitor	2	4	1	4		6	2	2	4	2	3	
Staff / Volunteer	2	1	1	1	2		1	1	1	2		1
Not known								1			1	
<b>Total</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>1</b>

6

\*Comments cards do not require to be fully completed.

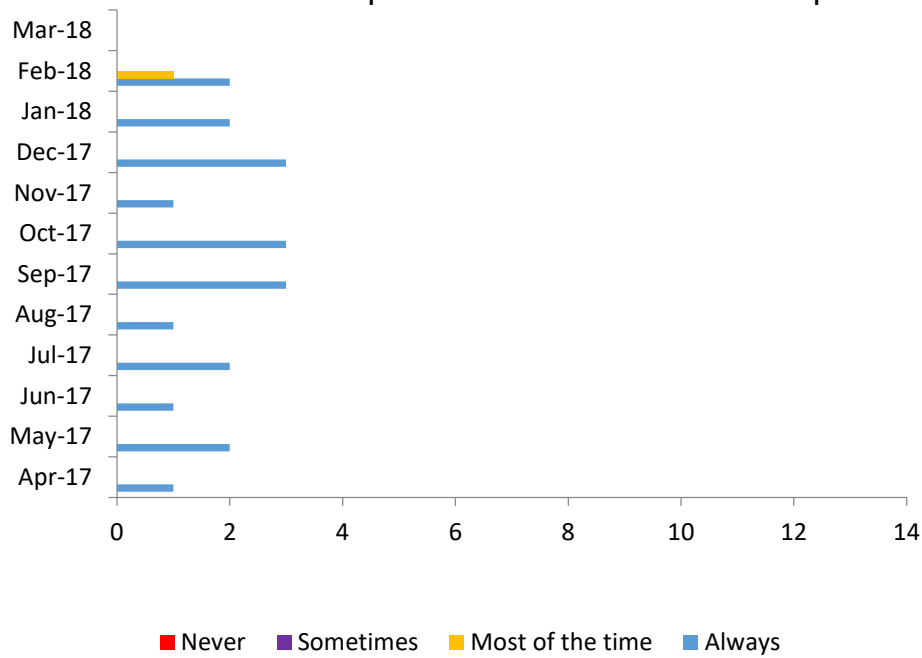
### Question 1

Do you feel welcome every time you come in to the Hospice?



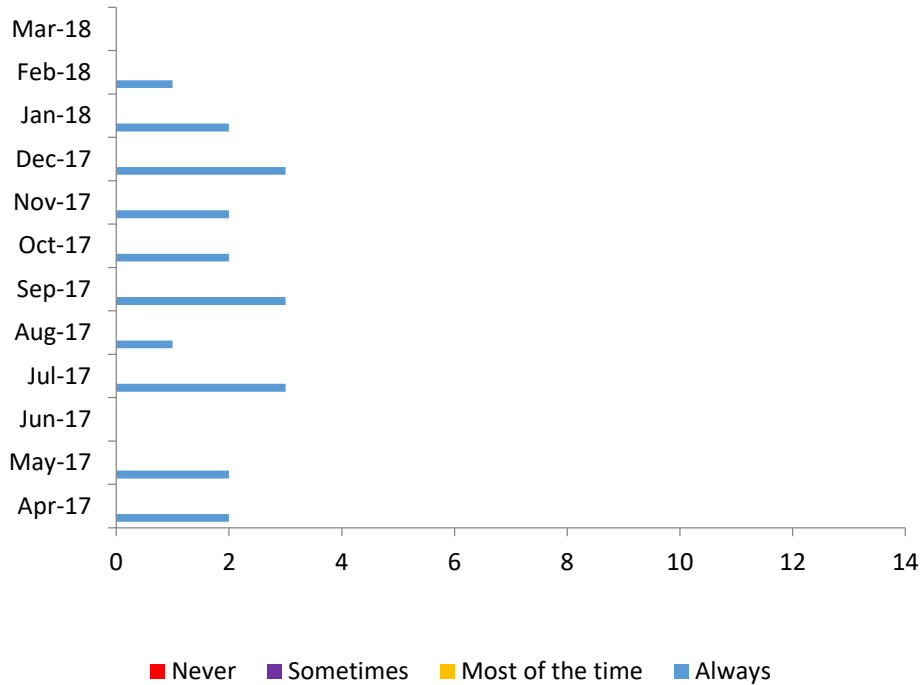
### Question 2:

Do you find the information provided to you about the hospice services and facilities helpful?



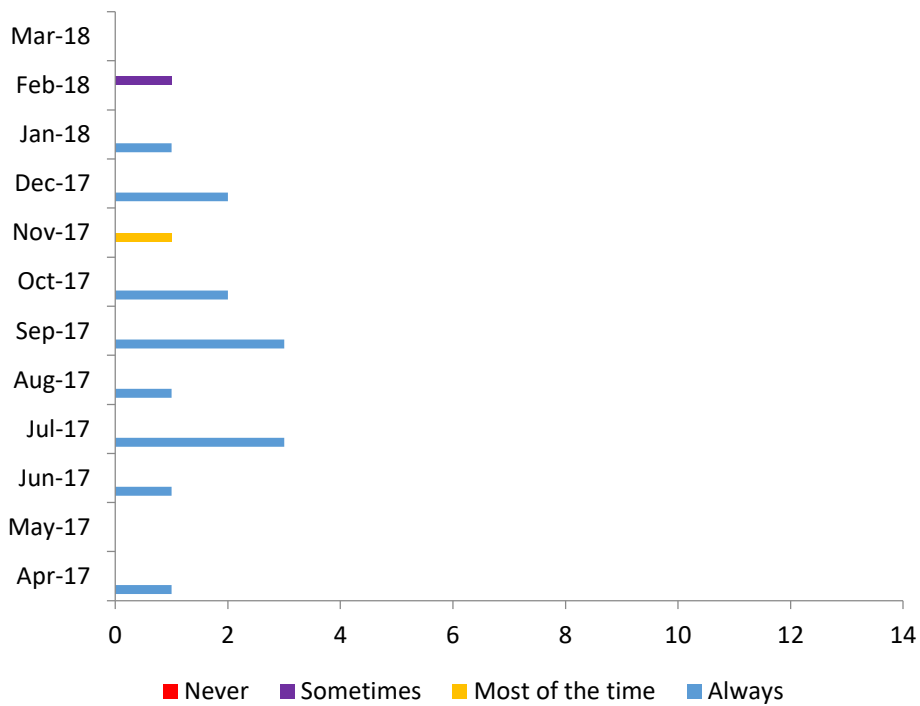
### Question 3

Have you been cared for with dignity and respect?



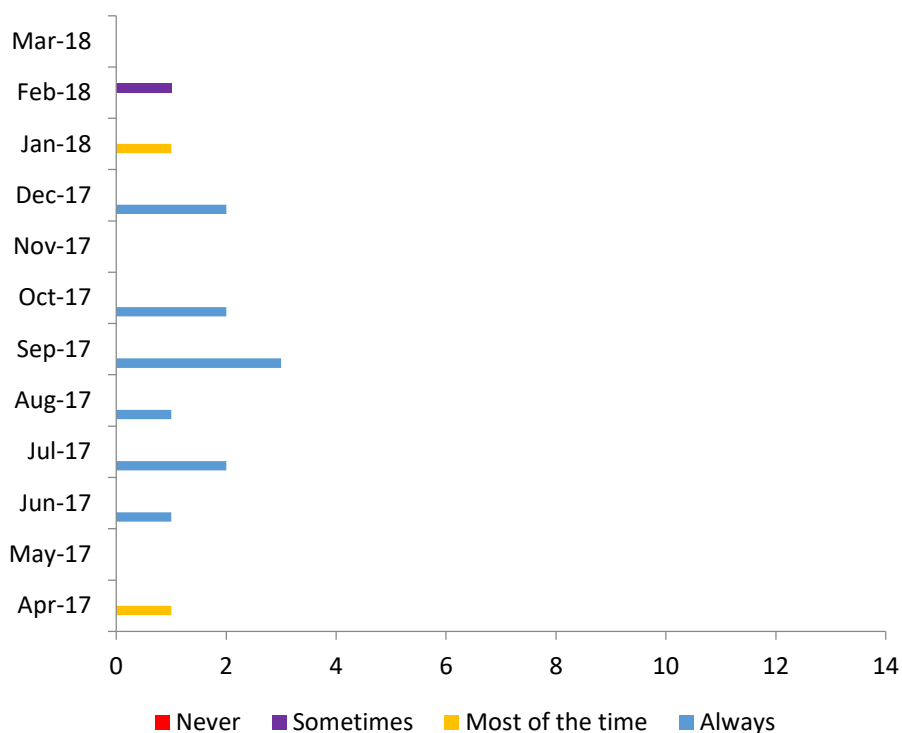
### Question 4

Do we involve you as much as you would like in decisions about your care?



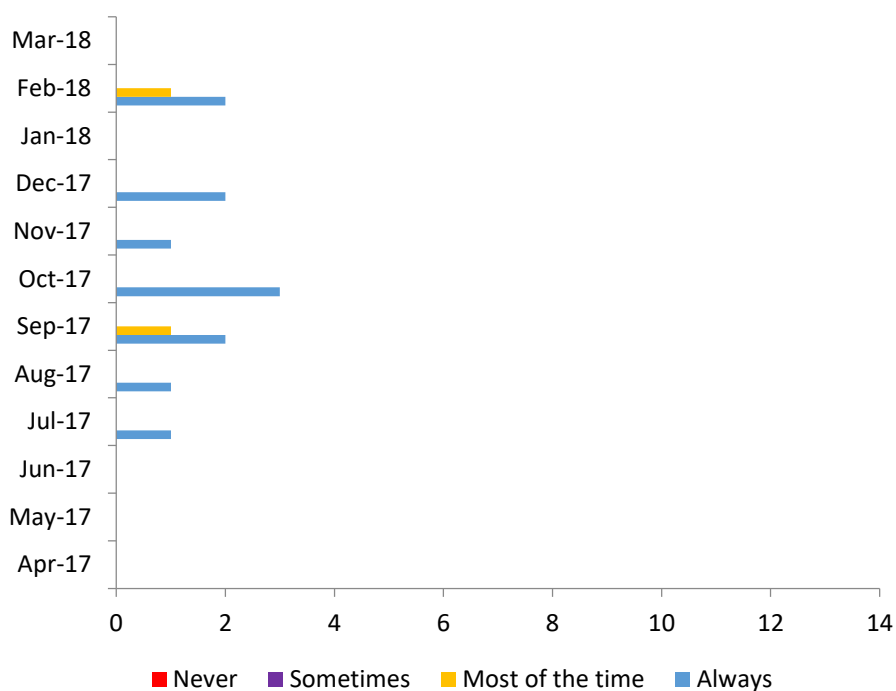
### Question 5

Have we been able to support you in managing your symptoms?



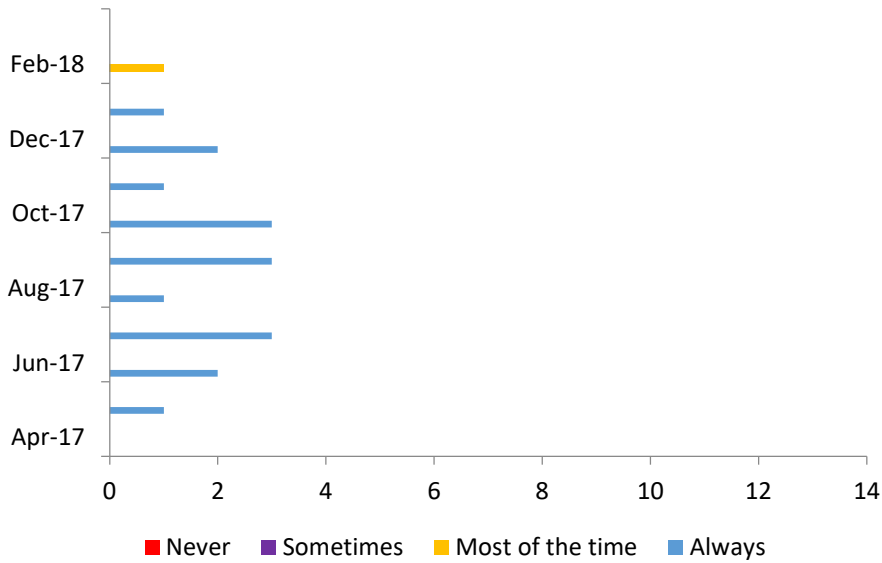
### Question 6

Do you feel you have opportunities to discuss wishes, hopes and fears for the future?



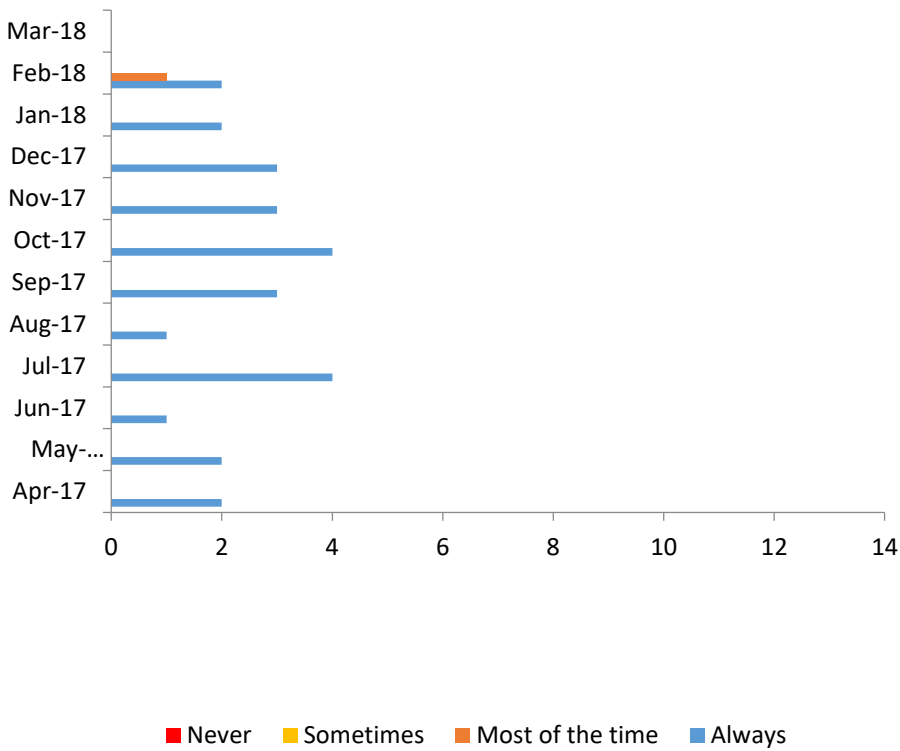
### Question 7

Do we provide enough support for family members and friends who care for you?



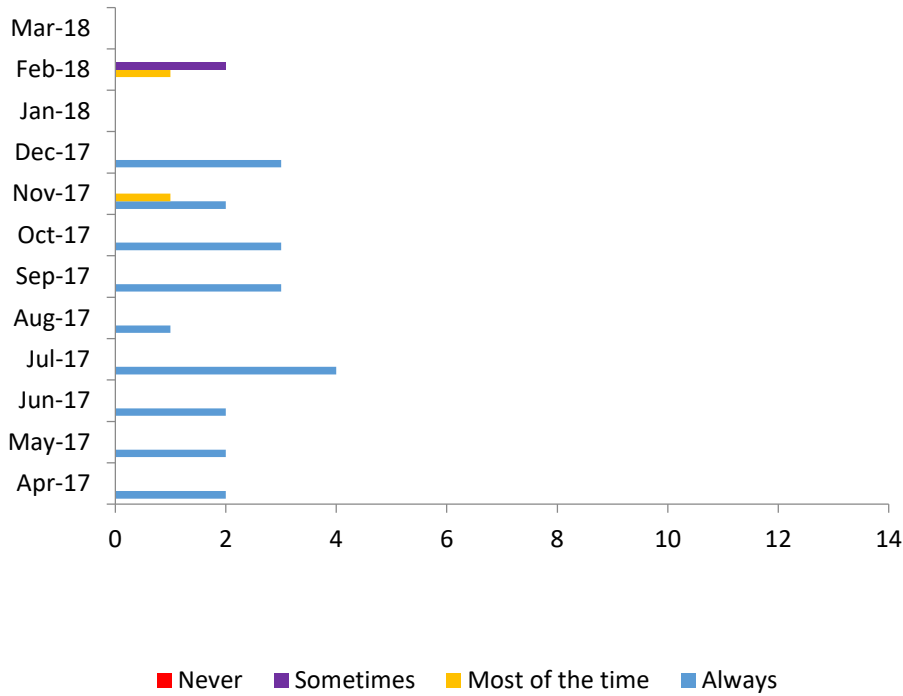
### Question 8

Do you think the hospice maintains a clean environment?



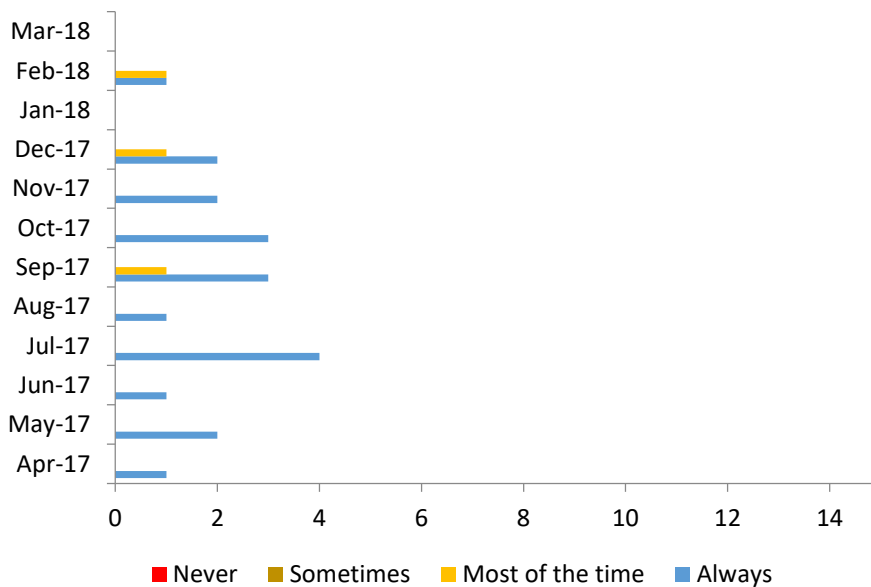
### Question 9

Do you think the food and drink provided is of good quality?



### Question 10

Were you able to get a drink or a snack of your choice when you wanted?



### Do you have any comments you wish to make about the quality of staff who work in the Hospice?

Date	Comment from:	Feedback: You said	Action: We Did
<b>Apr '17</b>	Family member	Wonderful welcome and care in the café.	Your feedback is very much appreciated and we are very glad that these experiences of the Hospice were so positive.
	Family member	The staff are wonderful.	
<b>May '17</b>	Family member	Every member and volunteer we came across was helpful and caring.	
	Family member	All excellent – love the café.	We always appreciate feedback from patients and families in order that we can continually review and improve the service that we provide and are grateful to everyone for taking the time to do that.
<b>June '17</b>	Family member	So much compassion, empathy and understanding.	
	Volunteer	I would like to commend the nurses who looked after a beautiful, funny young mum, <name> who was with us for a few weeks. They treated her with love, with humour and with understanding. This special care continued after she died as they prepared her for her last journey. I am lost for words adequate enough to praise their dedication.	
	Family member	Very Good! Well done.	
<b>July '17</b>	Family member	All are calm, supportive and very helpful	
	Family member	Receptionists Fiona's smile is contagious and warm. Pentland staff nice and helpful.	
	Inpatient	All staff are excellent all the time.	
	Family member	Every single staff member is excellent. Cannot fault anyone.	

<b>Aug 17</b>	Inpatient	The staff are wonderful – nurses, auxiliaries, cleaning staff are all totally professional in the performance of their duties and the way they treat the patients is the enough to restore an old man’s faith in human nature. May they prosper always	We are delighted to hear that your experience of our staff has been excellent all the time so far during your stay.
<b>Sep '17</b>	Family member	Excellent	
	Family ember	My wife passed away on Christmas Day 2016. She could not speak too highly of the help she had received from staff. All the family were treated so well when visiting.	
	Inpatient	The staff are very caring and the quality of the food is first class.	
	Visitor	We came to visit Dot [Partington]. We were warmly welcomed by Pat the volunteer receptionist who had our names on a list of visitors	Thank you for the great feedback about the welcome you received. We aim to offer a warm welcome to all our visitors, and our fantastic volunteer receptionists play a huge part in this.
<b>Aug '17</b>	Inpatient	I have had little direct contact with management but on the evidence of how the staff go about their jobs and the way the hospice works suggests to me that the management know what they are doing and are attempting to do it in the best possible way they can.	Thank you for the kind words about the Hospice management
<b>Sep '17</b>	Family member	None	
	Visitor	Dot was very knowledgeable.	
	Family member	I have been impressed by the leadership at the Hospice. In my view, the Hospice is managed well.  Having such a high proportion of voluntary staff must be a real challenge. The volunteers are almost invariably kind and reliable	We are delighted that you are impressed with the leadership you have observed at the Hospice. We strive to be a responsive and well led team, and we insist in training/development for individual managers and for teams in order to support us.  We are very pleased that you have experienced both the kindness and reliability of our volunteers. We are immensely proud of them and all they do



			to support us to provide the best possible care and support to people: the time donated by volunteers equated to over 65,000 hours and £1 million last year, and for every member of staff we have three volunteers. The Hospice is proud to be one of the largest volunteer-involving organisations in Edinburgh and has a small dedicated team of staff responsible for our volunteers, to ensure that both they and we get the very best out of each of their involvement.
<b>Oct '17</b>	Family member	Cannot improve on perfection	We are delighted to hear that your experience of our staff has been excellent all the time so far during your stay.
	Outpatient	Care is the best there is. Food very good.	
<b>Nov '17</b>	Family member	Very kind	
	Inpatient	I have found the standard of nursing to be high. Staff are caring and show interest in me as a person. Other staff are friendly, willing and helpful.	
	Family member	From the moment you enter the hospice the welcome and humility you feel here is outstanding. All employees, voluntary or permanent are amazing, Complete care.	
<b>Dec '17</b>	Family member	I don't know how you can do the job that you do but I, and I am sure many others, are glad that you do. This includes staff at all levels (including volunteers).	
	Family member	I think that you are all the most amazing people and do a fantastic job.	
<b>Jan '18</b>	Family member	Friendly, informative, caring and approachable.	
<b>Feb '18</b>	Family member	Almost all staff have been kind friendly and welcoming. I would particularly like to commend Mr Lewis Griew who has been looking after my husband better than I could ever have hoped for. His	

		kindness towards my husband has touched all our family. He is an asset to the hospice and indeed in any caring role.	We are delighted to hear that your experience of our staff has been excellent all the time so far during your stay.
	Family member	All the staff I have met so far have been kind and friendly. I would like to especially mention the excellent care provided by Lewis Griew. He has been very kind to my dad.	
	Family member	Lewis Griew is an absolute gentleman and goes above and beyond what is expected of him. He is kind, caring, warm and always helpful. I cannot praise him highly enough.	
	In patient	Patients on Pentland ward would like to thank the chef on 30/1/18 for the celery, courgette and ginger soup. Excellent. Well done.	

### Do you have any comments you wish to make about the quality of leadership and management of the Hospice?

Date	Comment from:	Feedback: You said	Action: We Did
Apr '17	Family member	It seems very good.	Your feedback is very much appreciated and we are very glad that these experiences of the Hospice were so positive.
June '17	Family member	Nothing. This Hospice is amazing.	
Oct '17	Family member	100%all round. Perfect.	
	Outpatient	It is excellent. Please pass very big thankyou to cook Paul. Special thanks for excellent food.	
Nov '17	Family member	Good as far as I know	
	Inpatient	I have not been here long enough to comment.	
	Family member	The management have accomplished a safe, hospitable environment for patients and visitors. A light in what is a dark time for some.	Thank you for your kind words about the Hospice management.
Dec '17	Family member	Please keep up the excellent work.	
	Family member	FANTASTIC. You are angels. Thank you for everything you did for <name>. I love you all, God bless.	
Feb '18	Family member	The Hospice appears to be well run since the friendliness and kindness starts at reception and extends to almost all I have come into contact with. The place appears clean and the staff go to great lengths to provide anything the patients request. A lovely well run place.	Thank you for your kind words about the Hospice management.
	Family member	Seems a well-oiled ship.	
	Family member	Everything about the Hospice is of excellent quality.	



**Any further comments:**

Date	Comment from:	Feedback: You said	Action: We Did
Apr '17	Outpatient	<p>&lt;name&gt; attended for counselling as an outpatient on 2/3/17. Allocated counselling room 3. [He] was unable to stay in this room as he immediately felt claustrophobic and exhibited panic symptoms. We moved to one of the other counselling rooms which was fortunately available.</p>	<p>We have a number of rooms available and encourage our staff and volunteers to be flexible to individual preferences as possible.</p>
Apr '17	Staff	<p>Whilst working in room 3 with our patients, pre-bereaved and post bereaved clients I have encountered the following issues:</p> <p>Small space between counsellor and client resulting in boundary issues and occasional contact.</p> <p>Invasion of personal space which is an issue with clients who have difficulty in expressing emotion.</p> <p>Clients may feel uncomfortable and claustrophobic in the small space.</p> <p>Creating the right kind of physical environment in the counselling room is a fundamental part in facilitating a therapeutic space and has a significant impact of the therapeutic work involved.</p>	<p>We are committed to creating the right kind of physical environment for counselling and other therapeutic support throughout the building. We appreciate that counselling room three is very small; it was only designed to be an overflow room for occasional use. We have two larger counselling rooms available and are looking to open the gate house for some sessions which will help to reduce the demand on counselling room three for routine sessions. It is wonderful that the counselling and bereavement support service have grown to the extent that this room is now in use on a regular basis. In order to make this a practical space for therapies when needed we will trial removing one of the chairs and anticipate that this will help with the feeling of space. We feel incredibly lucky to work with such beautiful rooms and hope that this small change will help in the delivery</p>

			of counselling and bereavement support for the future.
	Family member	Huge shame about a lack of “living” garden in the centre part – it looks dead and artificial. Very sad as it doesn’t match your approach in the rest of the building. No spiky flowers otherwise a brilliant place.	We have reviewed feedback regularly since moving back to our new building and have spent a lot of time improving areas based on this so that these can benefit patients, relatives and staff internally and externally. One of the areas that has had a lot of work externally is that of the central courtyard. The work was done with patient and volunteer interaction. With any area externally it requires constant maintenance and improvement and that is what we plan to do. We have further plans now that the interior design has been completed in the patient areas to develop other external areas and to add more colour and make them work better with the hospice. To assist us with the external areas we have appointed a groundskeeper and are building up a group of volunteers to also help us with this work.
	Family member	The external environment is a little sterile – reminds me of a crematorium grounds which is the last thing you want. Can I suggest you put bird feeders around the café – and allow fish and toads to be in the fountain area.	We will certainly consider your feedback and I have shared them with our Facilities Manager in the meantime.
<b>May '17</b>	Family member	Mum as a patient, and I as a family member, greatly appreciated the visits from the Chaplaincy team and Easter communion at the bedside. Could there be regular worship opportunities.	We always appreciate feedback from patients and families in order that we can continually review and improve the service that we provide and are grateful



			However, as several people have asked for a Christian gathering this week, there is a service planned for this Sunday in the Columba room. We hope that the wee service on Sunday is a special time for you.
<b>Aug '17</b>	Staff	Could we get more papers on a Sunday? Papers delivered this Sunday had only supplements and no papers, and only 4 papers delivered for 30 patients.	We are constantly reviewing the quantity and paper brands that are sold in the café. There has been a reduced trend over the last 8 months and we have been left with a lot of papers at the end of the day which is why we have reduced the quantity as this is a cost to the Hospice. The customers of the papers can vary from neighbours, visitors and patients and the Sunday papers were not a popular purchase as often as the weekly ones. In the last month have increased the choice on a Sunday in response to a comments card.
	Volunteer	Forget-me- not bird bath for the garden. These are sold by Gardman online. Would be something you could considers selling in the shop.	Both Sarah Munro, Shops Operation Manager, and Jon Heggie, Director of Fundraising, thought it was a lovely idea. However a similar idea was trialled with bird feeders and unfortunately it wasn't successful.
	Inpatient	There may be ways to improve the work done by the hospice but I cannot imagine what they might be.	
<b>Sept '17</b>	Family member	I feel that your receptionist Gillian has given myself and my family a lovely welcome and offered refreshments. This is something we did not experience at similar establishments.	
	Visitor	The Hospice looks amazing. Lovely facility	



	Family member	The leaflet 'Counselling. Offering psychological and emotional support' is very impressive. It contains a lot of information and encourages family members to take advantage of the counselling service where appropriate.	It is good to hear that you were impressed by the newly revised and redesigned counselling leaflet and felt it to be of use. We are undertaking a systematic review of all our Supportive Care information and the counselling leaflet was our proto-type. As part of our Participation Strategy, we strive to develop our work in partnership with people who have experience of our services. This includes designing new publicly available information about the Hospice
	Visitor  Visitor	You should sell ceramic forget-me-nots.  Why not sell ceramic forget-me-nots (like Marie-Curie daffodils and British Legion poppies)? If not the tall flowers then mini ones for plant pots – then people who are part of the tribute fund could have a mini one at home too.	The ceramic flowers were specially commissioned for the Tribute Garden from the same manufacturer who produced the Tower of London poppy display. Each flower is handmade, with those who have opened one of these unique and special Tribute Funds in memory of a loved one placing a copper leaf on one of the ceramic flowers. It would be very difficult to place an individual value on them.  The tribute Funds have been launched for just over a year and there are currently 500 flowers on display in the Tribute Garden and over 120 active funds. Whilst we have a small reserve, we should need extras, we wouldn't anticipate having a significant number of flowers available

			<p>above those set aside for our Tribute Funds.</p> <p>Whilst we appreciate that some supporters might like to have a forget me not at home, for a lot of the Tribute Guardians it is the link with the Hospice and the ability to visit the Garden that is important. Should s Tribute Guardian wish to close their fund they do have the option of taking the copper leaf home to place in their own garden.</p> <p>As the flowers become associated with the Hospice and the Garden, we do appreciate that it would be nice to have s forget-me-not product in the Iona shop such as a ceramic planter or garden ornament. We are always on the lookout for alternative suggestions/products which would be both affordable and complement the theme.</p>
<b>Oct '17</b>	Outpatient	Your care Is beyond care. I enclose a note. Thank you for lovely early morning porridge, it is good Paul.	I was delighted to hear that your experience has been so positive and that you rated your care so highly. I was also pleased to receive your compliments about or food and I have passed then on to Paul, our chef.
<b>Oct '17</b>	Family member	I think the provision of a Sunday religious service for [patients would be a good idea.	Our chaplaincy team are available to everyone on the wards and in day hospice, and so I'm afraid we are unable to provide support outside the hospice in

			<p>this way. We do support people to connect with their local faith community however, and we would be very happy to make links with your permission. The hospice chaplaincy team are concerned with looking after the spiritual needs of people of all faiths and none, and as such we don't have regular Christian service at the hospice. Rather, we respond to the needs of individuals as they are identified in ways that are important to them. However, as several people have asked for a Christian gathering this week, there is a service planned for this Sunday in the Columba room. We hope that the wee service on Sunday is a special time for you.</p>
	In patient	I would like to suggest some kind of padding for the wooden seats (benches) in the courtyard area as they are most uncomfortable for me. I enjoy going out for the fresh air.	The patient has been offered the use of an air cushion for use outside if required. We also have a supply of cushions available in the Iona café. These can be obtained from a member of staff if required.
Nov '17	Inpatient	I have noticed signs on wardrobes saying "intentional rounding". What am I meant to understand and expect to experience? I am not sure now I can benefit this but am willing to be told.	<p>This is a pilot project for us in the Inpatients unit and has been widely used in a variety of health care settings around the United Kingdom for several years.</p> <p>In January 2011 the British Prime Minister called for changes in the way nurses deliver care. Following a number of critical reports, concern had been expressed about the need to ensure</p>

			<p>essential aspects of nursing care are consistently delivered.</p> <p>We have developed our rounding tool in the hospice with a focus on the four Ps. Nursing staff checking if patients have any pain. Position, is the patient comfortable. Persona, does the patient need to use the toilet or need any assistance to freshen up. Possessions, do you need us to move anything closer to you such as your call bell, water or table.</p> <p>The tool tries to ensure that all patients are receiving this care at timely intervals throughout the day and night and this is reviewed every day to also promote person-centred care. Nurses use their clinical judgement as to the frequency of rounding.</p> <p>Evidence suggests that if patients have all these care needs meant then they are less likely to have to buzz for a nurse which should release more time to care for patients.</p>
	Inpatient	I am not sure why staff nurses are wearing red plastic capes when giving drugs.	This is to highlight to patients, relatives and other staff members not to disturb the nurse as they are concentrating on this task. Research suggests that this approach does reduce the number of errors made when dispensing patients' medicine.

	Member of staff	All patients having lunch and evening meals passed the comment on how lovely the food was today. Special praise for the chef who prepared the broccoli and mascarpone soup.	
	Unknown	Can cheese/pate and biscuits be wrapped separately as biscuits are soft?	We are now ordering in wrapped biscuits for the cheese platters to avoid them going soft.
<b>Dec '17</b>	Family member	Completed as daughter of an inpatient who passed away in May 2017. If there is such a thing as 'best place to be at the end of your life' then St Columba's is it.	
	Inpatient	It would be lovely to have a beauty therapist who could do massages to feet, hands and neck and manicures	Thank you for highlighting the need for Complementary Therapy. I am delighted to say that our new Complementary Therapy Co-ordinator started with us this week. We know how much people valued the service we had and have enabled our resources to allow more people to benefit from Complementary Therapy. Lisa will be getting to know the organisation and going through induction before being able to provide therapies, but will then be looking to develop the Complementary Therapy service at the Hospice.
	Family member	I am very thankful and appreciative of the time spent with my wife during the last days of her life. I feel that the chaplain was a big support to me and I really enjoyed speaking with her.	Thank you for taking the time to feed back about our chaplain and the time she spent with you. Our Chaplaincy Team is available to all patient and families, staff and volunteers whether they be of any faith or none. We are very pleased to hear that you found support when you needed it.

	Family member	There is no phone signal in room 6. My husband was distressed trying to phone me.	We are not able to improve the mobile phone reception as there are many different networks available and these do vary in power output throughout the day. We do however have a good wi-fi networks and calls can be made using this with apps such as "WhatsApp" and "Facetime". If a patient requires to call someone and the wi-fi connection is unsuitable then we have a ward dect phone available.
	Family member	I would like to know how to raise money for the hospice.	Thank you for your very kind feedback. The Hospice has a Fundraising team dedicated to raising money. There are many ways in which you can be involved so your details have been passed to the team and they will be in touch very soon.
<b>Jan '18</b>	Staff	Relative staying in Byrehope family room - wakeful overnight due to light coming into room through glass panel in door when staff walk through corridors overnight.	This is a result of the lights coming on the reception area. The privacy film will be replaced by a "whiteout" film to restrict all light.
	Staff	When a relative is staying overnight in Pentland (Byrehope room) they commented that they find sleeping difficult due to the light from the ward coming through the frosted glass on the door.	
	Staff	Byrehope room tv only stays on for half an hour and then switches off.	This has been traced to a "sleep" setting on the tv. This function has been removed and the performance will be monitored.
	Staff	Byrehope tv shuts off after half an hour	

	Family member	My brother, who recently died, was originally a day patient and loved the staff and everything to do with the Hospice. Everyone cared for him and loved him.	
	Family member	It would be nice to have a few activities throughout the day to attend as it is a long time stuck in the one room for days at a time, I'm aware that there may be staff shortages. If this is a problem, what could you do about it. I work in the same sector so understand, but activities would be nice.	<p>Thank you for taking the time to provide feedback on the services we provide.</p> <p>Our art room is open every day to patients and visitors, providing an unstructured space for people to be creative between 10am and 5 pm. There is also a session every week in the art room run by our Chaplain for patients. We also provide the opportunity for patients to take afternoon tea together in the public areas on each ward.</p> <p>I can only apologise that the person you were visiting wasn't made aware of the opportunities that we have available. I have shared your suggestions with the ward staff so that they are aware of the importance of letting people know about the activities on each ward to every patient.</p> <p>We have plans to introduce a more structured programme of activities on the wards. We have recently relaunched our Day Therapies Service which runs three days every week. This comprises various sessions for people attending from home. This may include some gentle exercises,</p>

			<p>reminiscence, singing for breathlessness, supportive groups and other practical activities. Once the model for this is established we anticipate that patients from the wards will be able to join in any appropriate sessions.</p> <p>Thank you again for using our feedback structures. It is always helpful to hear how we're doing from the people in receipt of our support.</p>
	Unknown	To keep the receptionists warm and to preserve heat, could the IN/OUT door be the door next to the reception desk?	<p>Thank you for taking the time to complete a comments card when you were visiting the Hospice and for sharing your suggestion which we will discuss further with the reception and facilities teams. We always appreciate feedback from our visitors in order that we can continually review and improve the services we provide.</p>
	Family member	Side effect of medication should be explained regardless of it being asked for.	<p>We are sorry that you found we did not provide sufficient information regarding side effects.</p>
	Volunteer	Two requests by 11am for Sunday Post.	<p>We try and stock the most popular newspapers but are limited by space so change the titles ordered if we can within our agreement with the newsagent.</p>



## Other Feedback Received

Date	You said
Apr '17	<p><u>Iona café:</u> excellent service; lovely food. Thank you</p>
May '17	<p><u>Letter to Roni Turnbull:</u> I Just wanted to write to thank you very much for the support which you have given me and the rest of the team in looking after &lt;name&gt; and &lt;name&gt;. Your involvement in both these challenging and complex patients was invaluable and I very much appreciate your support.</p>
June '17	<p><u>E-mail to Dr Brown from family member</u> I would like to thank you for the excellent care which the Hospice gave &lt;name&gt; both as an inpatient and previously as a patient receiving advice from the palliative care team. Your expertise ensured that he became free from pain which was wonderful and then he received the best possible nursing care to keep him comfortable. In addition, there were plans that he should come home. In the end, it was not possible but this gave him hope. With the Hospice's assistance he was able to come home for 3 afternoons, one of which was his 70<sup>th</sup> birthday which was unforgettable. I miss him hugely as you would expect but I will always be grateful that he spent his final days in your care and in due course I will mark that tangibly. Please pass my thanks on to Dr Hutchinson and Dr Hume and all the nursing team. My thanks and best wishes to you and the Hospice for the future.</p>
June '17	<p><u>Letter to Dr Brown from family member:</u> I am writing to thank you and your colleagues for the wonderful job you did in looking after my brother &lt;name&gt; in his final weeks.</p>
Aug '17	<p><u>Facebook:</u> Massive well done to the whole team involved with my dad &lt;name&gt; care since being referred to the hospice. Cant thank all involved in the care you gave him enough and the support and help you gave to me his daughter getting through it all. He will be watching down with pride now and thanking every single one of you from the bottom of his heart. H had king gratitude to each and every one of you that's the man and dad I knew. Keep up the good work you are all fantastic. xx</p>
	<p><u>Summer to Remember Appeal:</u></p> <p>Keep up the fantastic work. You're angels.</p> <p>A dearly loved mother whose respite care will forever be appreciated.</p> <p>Special, lovely people.</p> <p>God bless all who care for us when we need support. Lots of Love xxx. In appreciation of the wonderful work you all do.</p>

	<p>You helped to provide comfort to both him and the family. Thank you</p> <p>You made the last few weeks of my sister's life so happy and peaceful. God's blessing to everyone.</p> <p>It's twenty years since Jim was in your care. I'll never forget your many kindnesses. He died 4th July 1997.</p> <p>The end of life, because of St Columba's, is so much easier to bear.</p> <p>A number of my family were so wonderfully nursed at the Hospice. Thank you for all who cared for them in their final illness.</p>
<b>Oct '17</b>	<p><u>Letter to Cedar Ward team:</u> My wife &lt;name&gt; was admitted to St Columba's Hospice on 28<sup>th</sup> September and died on 1<sup>st</sup> October. I am writing to thank everyone at the Hospice who was involved with her care, and in particular: Ronne and Jennifer O/T who were so helpful with all the admission referrals and formalities Tricia and the team at Cedar ward for the excellent care she received whilst she was here. Rona and Christine, the nurses who were on duty the night she died, who looked after her at the end, and were so sympathetic and supportive to us following her death.</p> <p>It is a great comfort to the family to know she was so well cared for.</p> <p>Following a memorial service on 11<sup>th</sup> October to commemorate and celebrate &lt;name&gt; life, a retirement collection was held in aid of the Hospice, and I am delighted to enclose a cheque for £900 in recognition of the excellent work you are all doing.</p>
<b>Dec '17</b>	<p><u>Card to Reception staff:</u> Kathy and myself would like to thank you all for the love and respect you have shown us. You have a smile on your faces whenever we pass. Your station. I will be a day patient still on a Thursday, so you are not getting rid of me quite yet.</p>
	<p><u>Card to Reception staff:</u> Thank you for the warm welcome we always received when coming to the Hospice to visit my dad. Your dedication made all the difference.</p>
	<p><u>Letter to Dr Brown and staff:</u> I am the daughter of &lt;name&gt;. Last November you were kind enough to have my Mum to stay on a transfer from Crosshouse Hospital to enable her to attend my wedding in Edinburgh. This is a very overdue card to say THANK YOU SO MUCH for facilitating her attendance. We very literally couldn't have done it without you. Your staff were so kind, caring helpful and accommodating. Despite the tough circumstances we have an extremely joyful day as Mum was able to be there and celebrate with us. Sadly Mum passed away at the end of December so the memories and photos of that day are even more precious. I cannot thank you enough and can only apologise it has taken so long – I've needed time before I could write some of these letters. Please pass on my thanks also to the staff of Pentland ward. Thank you most sincerely. &lt;name&gt;</p>

	<p><u>Letter to Chief Executive:</u> Earlier this year my Husband &lt;name&gt; lost his brave battle with cancer, and I should like to take this opportunity to express my sincere thanks for all the dedicated care and support which the Hospice staff provided, both for Jim and our family. As a small token of appreciation I enclose a cheque [...] and should like again to thank you and your staff for all your excellent work. Yours sincerely &lt;name&gt;</p>
	<p><u>e-mail to Fundraising:</u> When I visited the hospice for the first time over a year ago it brought me to tears what had been achieved there. The power of people coming together to make something better. Just amazing. So thank you for all the work you and the team do and I am happy to have contributed a little. (The correspondent raised £810.29 in a coin collection for the hospice).</p>
	<p><u>Phone call to hospice from patient's relative:</u> The caller thanked Dr Stephen profusely for the care and kindness shown to &lt;name&gt; during the time of his admission during the early hours of the morning. He was at pains to thank all the nursing staff for the kindness as well. He wanted all the staff to know that he had never experienced such kindness and will always be grateful.</p>
	<p><u>e-mail to Fundraising from the mother of the boy who switched on the Light a Light Christmas tree lights:</u> We had such a special night it truly moved us you could feel the love and compassion between us at this truly moving event. It's such a wonderful work you all do and we are keen to carry on fundraising for such a good cause. We can't thank you enough for the lovely teddy and gift voucher for &lt;name&gt; that was very generous and far too much, we were just honoured to be part of it. (Just over 2,000 supporters were at the event and raised over £71,000; probably the busiest ever)</p>
<b>Jan '18</b>	<p><u>Card to Facilities Manager from local resident:</u> I wanted to thank you very much for moving the no smoking signs from the gates to the offices. I have been meaning to get in touch for a while so apologise for the delay. Moving the sign has made a great difference. Thank you so much for doing that. It is really very much appreciated.</p>
<b>Feb '18</b>	<p><u>Email to Day Therapies Services:</u> I know that &lt;name&gt; found it very helpful to have time to himself and he benefitted from sitting in the beautiful room overlooking the sea, practising mindfulness. He also enjoyed chatting with the chaplain and by all accounts the discussed a lot of subjects. I think he looks rested and seems calmer. He seems to fill his time trying to sort out mundane tasks for the benefit of the family but I think he now realises the importance of showing himself more love and kindness. In a strange way I think all members of my family benefitted from seeing him take advantage of all that the Hospice has to offer. Everyone was so kind and went out of their way to make him feel at home. Please thank your colleagues – they do a fantastic job.</p>
<b>March '18</b>	<p><u>Post to Facebook:</u> I have visited St Columba's Hospice and been impressed as an outsider, but as now a guest/resident I now have a closer perspective. Knowing that my end is nigh, this place is beyond the best that I could dream of. The whole ethos is not about dying but is optimistic and positive and about making the most of the time you have left. The environment is calm and peaceful with an underlying energised feeling. I have a beautiful, spacious and comfortable room. The public spaces and café are welcoming and have great views. The food is superb. The care is excellent and above all, the whole staff including volunteers, from flower ladies to top management, from nursing assistant to top consultant are absolutely wonderful. I am tempted to say, and can't resist saying, this is a place to die for.!</p>

	<p>Knowing this now, if I had more years of health to spend, I would devote my time campaigning for the NHS (who at the Western maintained a similar but overstretched very high level of care while I was there despite the snow) and to fundraising for this remarkable place and/or for more to be built and run along similar lines.</p> <p>Please consider volunteering if you're local and please support them financially if you can.</p>
<b>March '17</b>	<p><u><i>As part of a survey of Hospice volunteers, the following comments were made:</i></u></p> <p>It's a pleasure to be involved with St Columba's.</p> <p>As a volunteer whose husband was a patient, I am happy to help in any way I can with the amazing work you all do.</p> <p>I am in awe and very respectful of the quality of care that I see when I visit the Hospice. I am immensely grateful to be allowed to contribute in a very small way to the work you do.</p> <p>I always feel so happy after my stint at the Hospice. Everyone is so friendly and I feel I have done some good to repay the lovely treatment my late husband received in 2015.</p> <p>I thoroughly enjoy volunteering at St Columba's. The staff are all wonderful people to work with (and just be with!). While I'm not looking for thanks it is so lovely to be thanked for my work by the 'regular' staff at the end of each and every visit. The thank-yous are sincere and are given by both management and non-management staff. It really makes a huge impact on me. I can't remember a boss – or colleague – thanking me for a day's effort at work – it really does make me feel valued.</p> <p>It's a privilege to be part of the St Columba's team.</p> <p>The volunteer management do a wonderful job in keeping all the areas covered by volunteers.</p> <p>The St Columba's team is so wonderful. I have enjoyed volunteering much more than I ever thought I would.</p> <p>I love volunteering at the Hospice. I am forever telling people that being part of the Hospice is like being part of a family.</p>