

Participation Feedback

April – June 2018

Comments Cards*

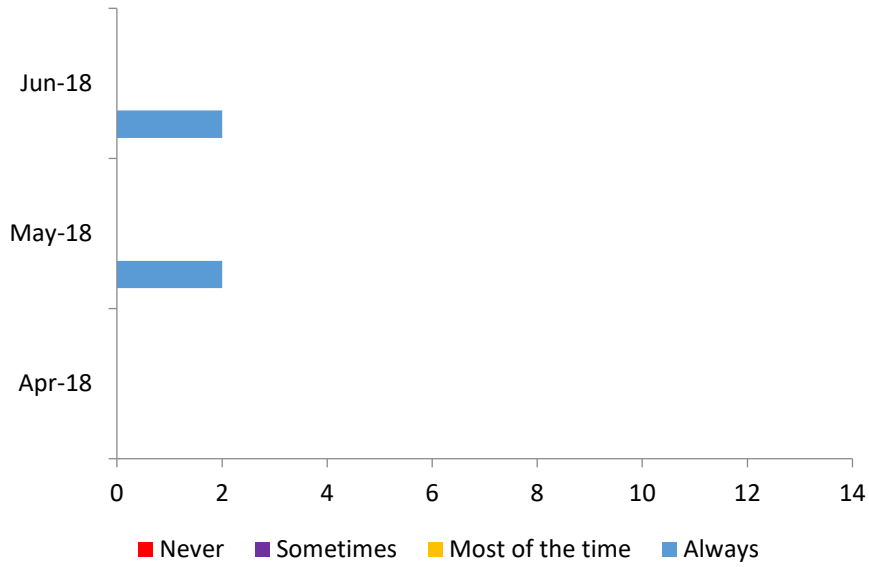
Number of responses

	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19
Day Patient												
Inpatient		1	1									
Outpatient												
Inpatient and Day Services												
Family, carer or visitor		2										
Staff / Volunteer												
Not known												
Total	0											

*Comments cards do not require to be fully completed.

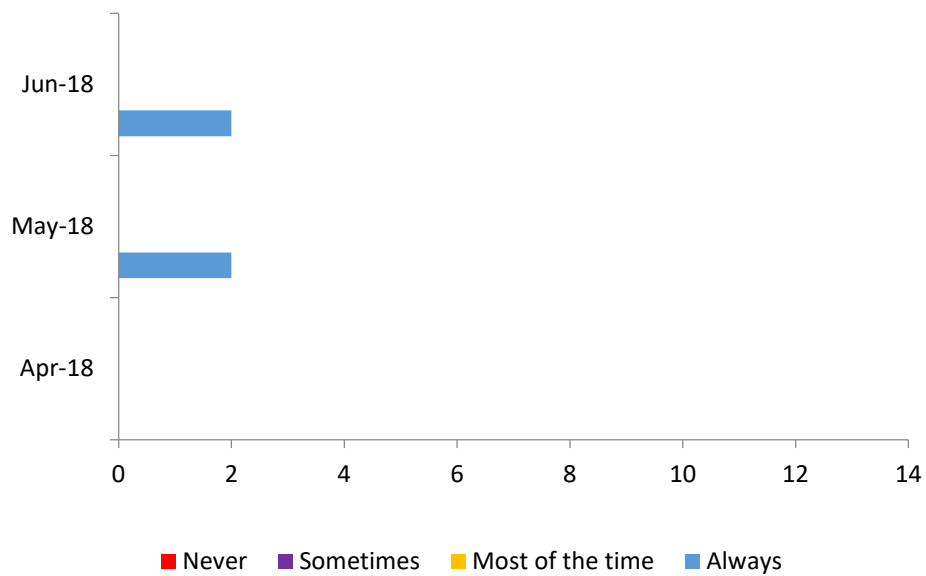
Question 1

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



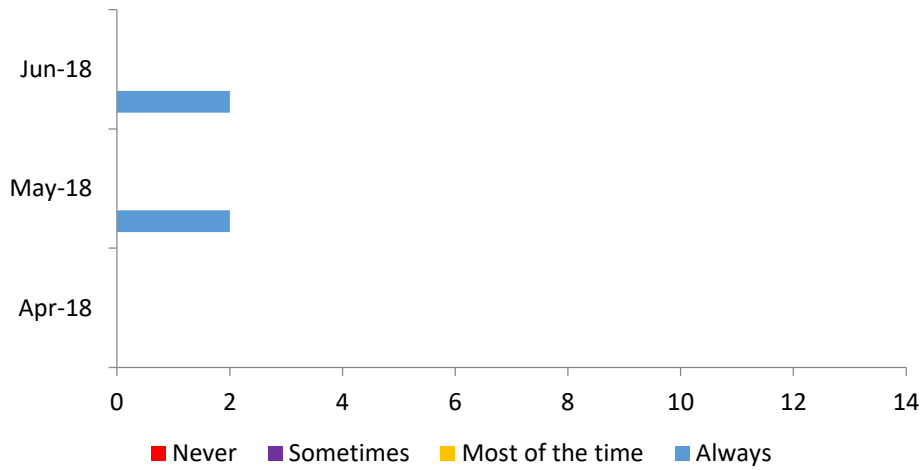
Question 2

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



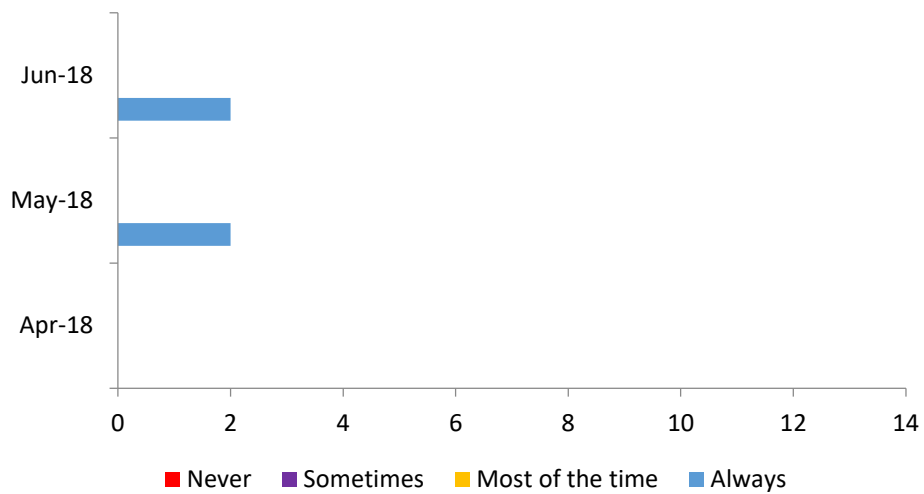
Question 3

Have you been cared for with dignity and respect?



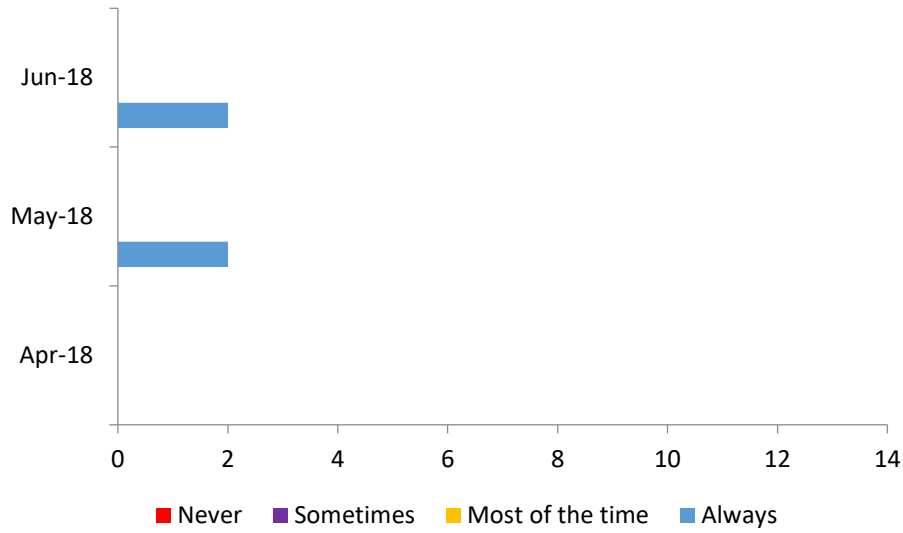
Question 4

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



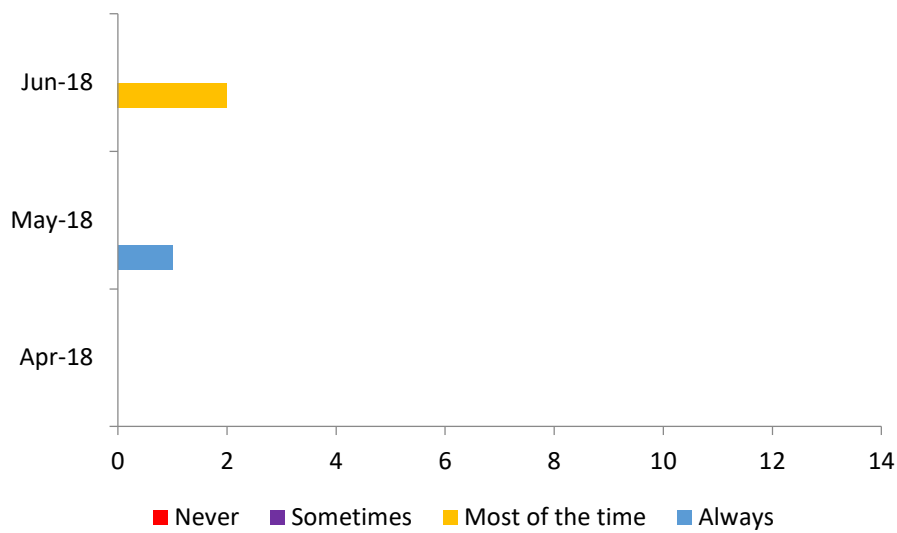
Question 5

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



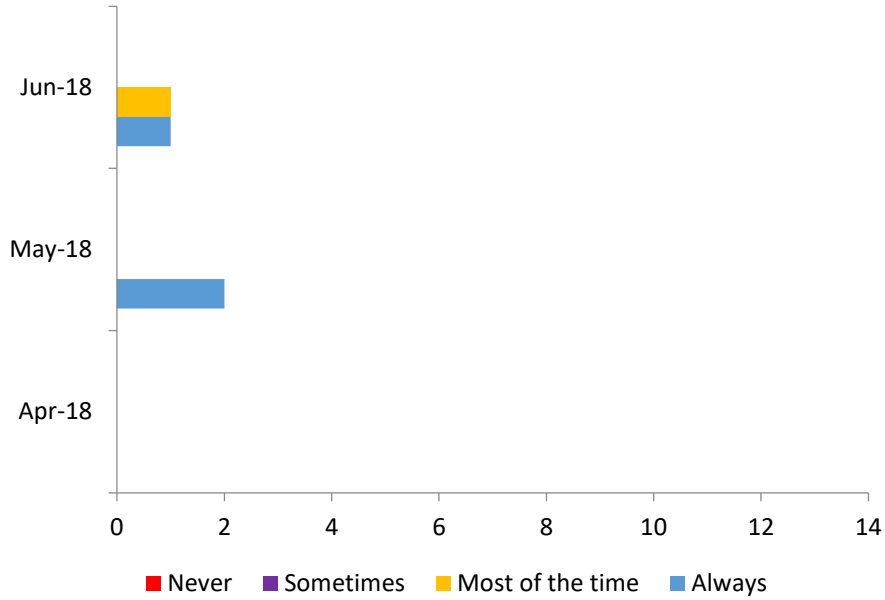
Question 6

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



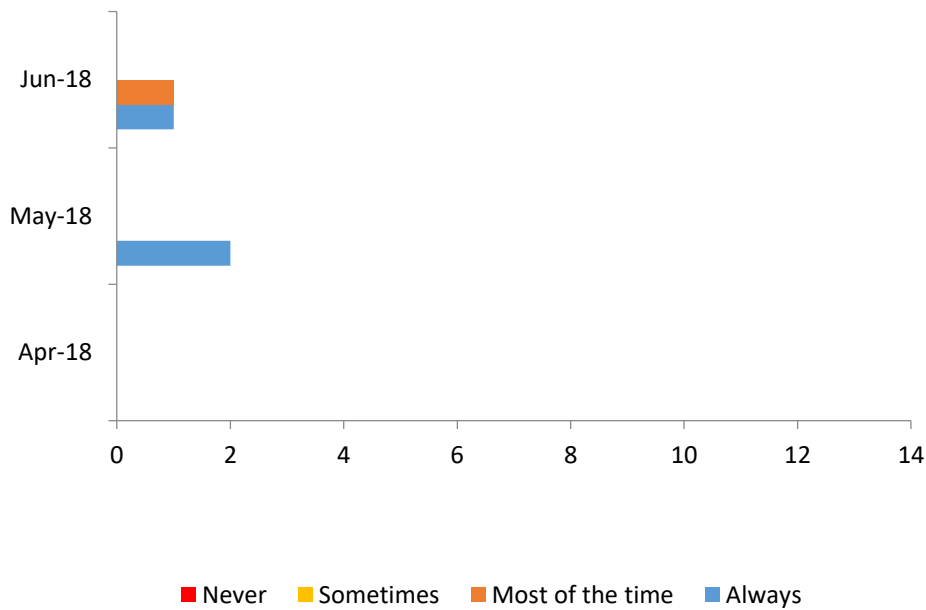
Question 7

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



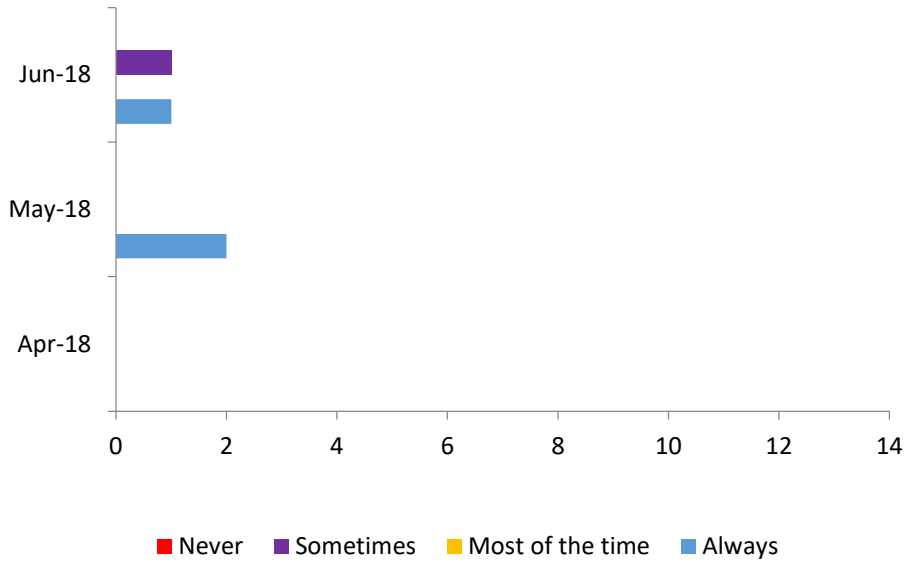
Question 8

Do you think the hospice maintains a clean environment?



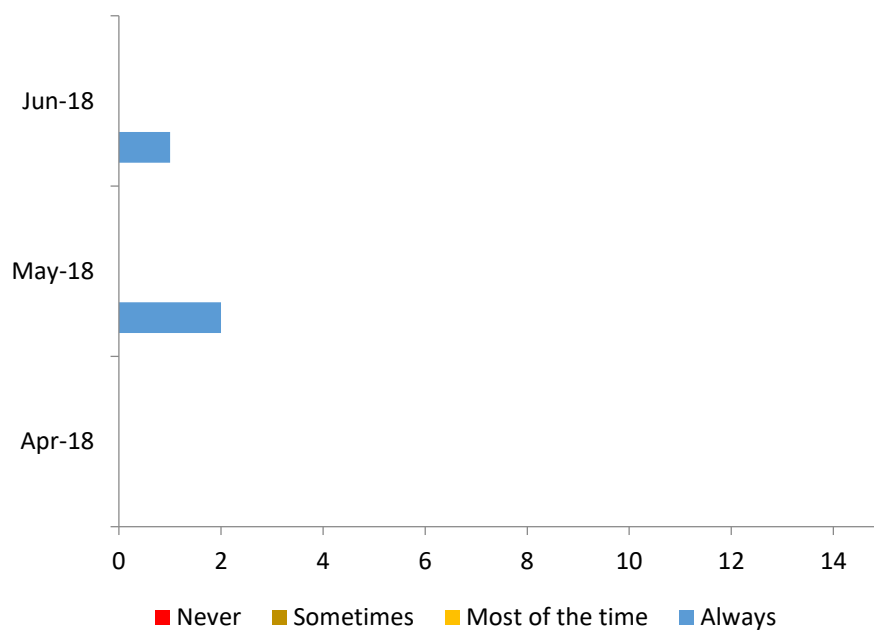
Question 9

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
May '18	Family member	The staff in the Pentand ward were all so helpful both for my dad and us all. Maureen McCaskey was very friendly and my dad felt so at ease with her. He was treated like a man of his age by her which was really appreciated.	We were very pleased to read the kind words you wrote and that you felt that our staff were very good with your Dad when he was here. We will make sure we share your comments with the staff mentioned
	Family member	I think the staff do a great job. I really liked the way Maureen and Julie from Pentland ward spoke and dealt with both me and my husband during such a difficult time. It really helped with the situation.	It was lovely to hear your positive comments and that you rated the staff so highly. Your kind words are very much appreciated and we will share your comments with the staff mentioned.
June '18	Inpatient	When I came into the Hospice I was nearly broken. I was depressed and so was sad until I met with Maureen and Lorna, two of your nurses. They made me laugh so much and cheered me up all the time. They are so kind and funny, I want to take them home with me LOL. You have a couple of angels in your grasp. I had forgotten how kind people can be. The other nurses are lovely, but Maureen and Lorna are special. I got to meet George the chef. He has the same interest as myself, he loves the history of the area and is a very kind person and makes the best scramble eggs and cheese.	It was lovely to hear your positive comments and that you rated the staff so highly. Your kind words are very much appreciated and we will share your comments with everyone mentioned.
	Inpatient	Take Kelly for example. Just awesome in everything that she does. Nothing is ever too much trouble. This is the same for all staff. I love each and every one of them. With all my heart can't get better.	We always appreciate feedback from patients and families in order that we can continually review and improve the service we provide.

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
June '18	Inpatient	I've only been here a few days and think [the staff] are all doing great and cope brill with all that comes. Keep up the good work	Your feedback is very much appreciated and we are very glad that these experiences of the Hospice were so positive.

Any further comments:

Date	Comment from:	Feedback: You said	Action: We Did
May '18	Family member	Nothing to improve on. Dad always said he made the best choice going there as he got to spend some extra time with family.	Thank you for your positive comments. We really appreciate them and they help us provide and improve our service to patients and families.
	Family member	Nothing to improve on. Maureen McCaskey is an asset to the company and does a great job. This was words that both me and my husband said.	
June '18	Inpatient	Keep up the good work. Thanks to all staff.	

Other Feedback Received

Date	You said
Apr '18	<u>Card to reception from family:</u> Thank you to all reception staff and volunteers for being so kind and considerate to me and my family during <name>'s stay at the Hospice. You make going in to visit so much easier. <name> was always happy to chat and enjoyed our visits to the canteen. The family are very sad but grateful we had so much caring people around us.
June '18	<u>Email to Brynne Clark from family:</u> I am so grateful for all the incredible care given to my mum while she was in St Columba's from the staff on Cedar Ward to the volunteers in the café. Nothing was ever too big an ask for anyone and your love and care made the most difficult weeks of our lives infinitely more bearable.