

Participation Feedback

July - September 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				1								
Family, carer or visitor		2		1								
Staff / Volunteer				2	3	2						
Not known												
Total	0	3	1	4	3	2						

*Comments cards do not require to be fully completed.

Comments received

Date	Comment from:	Feedback: You said	Action: We Did
July '18	In patient	To Theresa and Lynda my two lovely cleaning ladies you are both first class when you come into the room. The two of you are crazy nothing is a bother to you. You make an old man very happy and your not too bad at cleaning ha ha. Also Day Therapy on a Tuesday Michele and Yvonne and all the staff they are fantastic. Great day at Botanics nothing was a hassle. Angels my doctors and nurses all fantastic cannot do enough. Therapy student is a star. Thank you all	Thank you for this lovely feedback which we will share with our teams.
	Family member	The staff are absolutely amazing with the best care possible. So positive and lovely. They have made everything so much easier. Hospice is beautiful and serene. Thank you to all the amazing staff.	
Aug '18	Staff member and volunteer	Background music in common areas: Reception and Iona	We are mindful that reception can be very busy, as well as a very quiet, space within which many things happen, often very emotional. To help our Reception team – and other staff – support patients, families, supporters, staff and volunteers, visitors and telephone callers efficiently and appropriately, we have made the decision not to have music playing in Reception.
	Staff	Please could we consider sun umbrellas for the Iona garden and other outside spaces?	A number of umbrellas have now been provided for use.

	Volunteer	I suggest a tray with proper cups and saucers for relatives collecting final paper work. A tray could be ready behind the Iona counter	A tea set and tray have now been provided to support this suggestion.
Sept '18	In patient (sent on behalf by nursed)	Patient woke up during the night (2 nights running) to see the clock hands spin round continually and was upset by this.	This clock has now been reported to our facilities team and repaired.
	Staff	Umbrellas for patient and relatives use – the one we have is broken, as a wet patient found out.	Umbrellas are now available for use
	Staff	A coy carp fish pond would be nice in the courtyard around the fountain with waterfalls. Perhaps Dobbies would donate the fish. Patients/visitors could donate a small amount for a pot of fish food to feed them which would help with the upkeep, whilst being a nice activity for the family. At night it could be lit up as a feature.	Unfortunately we have decided not to progress this suggestion at the present time.

Other Feedback Received

Date	You said
Sept '18	<p><u>Email to Hospice:</u> I want to thank everyone who took care of my brother <name> while he was in the hospice. I have never met nicer people anywhere. The way they took care of him and the kindness they showed was amazing everyone doctors nurses volunteers and the chaplains could not have been nicer. Thank you.</p>