

Participation Feedback

October - December 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				2					
Outpatient												
Inpatient and Day Services				1								
Family, carer or visitor		2		1			2	1				
Staff / Volunteer				2	3	2						
Not known												
Total	0	3	1	4	3	2	4	1	0			

*Comments cards do not require to be fully completed.

Comments received

Date	Comment from:	Feedback: You said	Action: We Did
Oct '18	Family member	The staff are truly wonderful. I could not have wished for a better place for my father to end his life.	We appreciate your kind words praising the care your father received and these will be shared with our staff.
	In-patient	Please could we offer bigger portions (or choice of size) at tea time for patients. More filling sides would also be good. (eg small sliver of quiche with side of beans is not enough for some patients).	Nurses have been reminded to ensure that patients are offered a choice of the food available and portion size.
Nov '18	In-patient	Chef could be more sparing with salt. The soup especially is always very salty, though generally the food is fantastic.	In discussion with the patient, we have explained that the chefs add as little salt as possible however it is difficult to get the balance appropriate to everyone's taste.
	Family member	Would be good if there was a toaster for families as patients that have lost their appetite often crave toast but nurses are unable to make this possible.	Unfortunately, as a result of fire regulations, toasters are not allowed outside the catering area. However, we understand that when you are ill, being able to have something like toast on hand means a lot. That's why our catering team are always happy to make toast or other snacks for patients during the day, and why we keep a supply of cheese and biscuits on the ward overnight. We are sorry that this doesn't appear to have been your experience when you were here, and hope that you will not hesitate

			to ask the staff for toast in this situation again.
	Family member	Would it be possible for the café to serve baked potatoes at lunchtime and maybe have a hot plate with sausages and bacon in the morning?	Thank you for your comment about further things we can do to improve our Iona Café. We have looked at some of these additional items previous but unfortunately due to the limited space we have behind the counter and the heat generated by the additional equipment we are sorry but unfortunately we are unable to consider them.

Other Feedback Received

Date	You said
Oct '18	<u>Email to Dot Partington:</u> I would love to thank all the angels who have looked after me at the hospice. The staff have been wonderful. I go home today and will miss them all. Nothing is a bother to them. Had my fingers wrapped a few times for not pressing buzzer but there was worse than me in here and didn't like to disturb them. Once again a big thank you to you all.
Nov '18	<u>Letter to Fundraising:</u> I was delighted to win £1,000 from your lottery. I am returning this with thanks as I know the hospice needs are greater than mine. A year ago my daughter, a single mum, was dying from a brain tumour. She opted to be at home to be with her children who are teenagers – a difficult time anyway. I was struggling when a Fairy Godmother in the shape of Ronnie appeared and told us she was from St Columba's. She helped us through a horrendous time and I shall be eternally grateful. So you see – no contest. Please use the £1,000 as you see fit.
Dec '18	<u>Email to Clinical Administration:</u> Many thanks for allowing me an in-site into the work of the CA Team – it was very useful to get an understanding of the work carried out within the function and of course how busy the Clinical Admin Team are.

	<p>Most importantly, it starts to give us an understanding of the linkage between our areas of responsibility and how important it is for the volunteers to be able to direct calls to the correct area. In particular it was good to attend the bed meeting and get an appreciation of how matters are prioritised and how quickly situations can change.</p> <p>Further, it was useful to get a picture of the work of the Ward Clerkess and how they fit into the overall process.</p> <p>Although 90 minutes had been set aside for the shadowing, it was closer to 3 hours which I felt was nearer to the mark.</p> <p>Once again, many thanks to you all for taking out time to show me what happens.</p>
	<p><u>Twitter:</u></p> <p>I met one of the ladies who works in your Portobello shop on a Wed morning. I had a lovely chat with her. I didn't get her name but she was the epitome of what I think of when I think of the great work the hospice does. A wee gem!</p>
	<p><u>Posted to our Facebook page:</u></p> <p>Tonight [we] had a wander round Edinburgh and came across this lovely gathering. St Columba's Hospice putting on a beautiful display and lighting up the tree in remembrance to all who can't be with their loved ones on Christmas. Was very touching and with words of truth. Remember that not everyone can be with their loved ones this Christmas, be thankful that you can.</p>
	<p><u>Posted to our Facebook page:</u></p> <p>The best place I have ever been they are angels without wings nothing is too difficult for anyone since beings here they have lifted my spirits up nothing is too hard for anything</p>