

YOUR OPINION MATTERS

APRIL - JUNE 2022



★ 100% ★

EXTREMELY
SATISFIED

Overall Impression
of the Hospice

100%

Cleanliness of the Hospice
Extremely Satisfied

100%

Overall Impression of Catering
Extremely Satisfied

90%

Overall Communication
Extremely Satisfied

10% Somewhat Satisfied



**Overall Impression
of Care**

100%
**EXTREMELY
SATISFIED**

YOU SAID

We feel the care has been outstanding. He seems very happy and well looked after. He is pain free and treated with care. Perhaps an appointment with the family to explain the care plan and what to expect would be beneficial


WE DID

We devised a leaflet explaining the medical cover at Willow Burn, when MDT meetings happen and information about accessing the medical team.

“To all the wonderful staff who gave me support, confidence and encouragement during my stay. For the food that you helped me to eat, I am forever grateful.”

“To all staff thank you from the bottom of our heart. Without your wonderful care and attention X would not have recovered as he has. We are delighted to get him home.”

“As a family we would like to express our gratitude to all of the staff at Willow Burn who made X's last days so comfortable. We cannot thank you enough for the love and care she received in her final days and also the care that we, her family felt at that time. We will be forever grateful.”


Willow Burn
Helen McArdle
In-Patient Wing