

# YOUR OPINION MATTERS

APRIL 2023 - JUNE 2023



★ **100%** ★  
EXTREMELY SATISFIED

Overall Impression  
of the Hospice



100%

**Cleanliness of the Hospice**  
Extremely Satisfied

100%

**Overall Impression of Catering**  
Extremely Satisfied

95%

**Overall Communication**  
Extremely Satisfied  
5% Satisfied



Overall Impression  
of Care

**100%**  
EXTREMELY SATISFIED

“ This hospice is the best. It is absolutely above and beyond. ”


“ Can't improve on the best. ”

“ To all the nursing, medical staff and team members of WB Hospice. There are just not enough words to articulate our appreciation for all of the phenomenal care and support you gave to the patient and myself, it was very much appreciated, you all made the most difficult situation bearable. ”

“ Very comfortable. beautiful surroundings and excellent staff. ”

“ The service has been second to none. Staff, and facilities for patients and relatives are personal, professional and caring. Thank you ”

“ As a family we cannot praise WB enough for everything for mam. The care my mam received was exceptional. It was a real privilege for my mam to spend her final days here. The nurses are so caring and compassionate and nothing is too much trouble. Every member of staff and volunteers has shown great compassion and empathy to us all. We will never forget you all. ”

  
**Willow Burn**  
**Helen McArdle**  
In-Patient Wing