

East Lancs Hospice Patient Feedback

Survey Results – Quarter 2

We asked patients & their family, carers or friends to provide us with feedback on the services they have used. This helps us to continue to improve our standard of care, ensuring that we can focus on resources where they are needed. So what do our patients or their carers / family or friends think about ELH...

100%

Agree that ...

- We cared for them as a person
- Upon first meeting a member of the team they introduced themselves by name
- They were treated with kindness and compassion
- They felt included in decisions about their care
- Staff listened to and respected their personal views, values and beliefs
- The team explained sharing of information with other health professionals involved in their care
- They had confidence in the ELH staff caring for them
 - The care provided met their needs
 - ELH provided a safe environment
- They knew who they could speak to if there was any concerns about their care
- They would recommend ELH to a friend or relative

95%

Agree that ...

- Their privacy and dignity needs were met
- They had the opportunity to ask questions and discuss any worries or fears
- Everyone involved was friendly and respectful

80%

Agree that ...

- They have confidence in the ELH staff caring for them
- The teams worked well together to care for them
- The facilities and cleanliness at ELH are good
- They were provided with information to make decisions about their care

23 people have responded between July and September 2022. The services they have used are...

26% - CaST
17% - CNS
35% - Counselling
22% - IPU

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The comments we have received have included...

“She listened and supported me through a very traumatic time in my life. A wonderful, compassionate and professional lady, thank you”

“For all the things you do THANK YOU for the joy you have brought in to our home at a difficult time”

“A Loving Environment”

“E.L Hospice are one of my qualities of life. The whole thinking & ethos is for the first time I've felt listened to, cared for and this is totally alien to me. They are my comfort blanket.”

“The staff have gone above and beyond to meet my needs. I would recommend if any of my family or friends needed hospice care to come here”

Describe your recent experience with ELH in three words...



Survey results collected between 01/07/2022-30/09/2022 from the Patient Feedback Survey completed via Cognito forms.