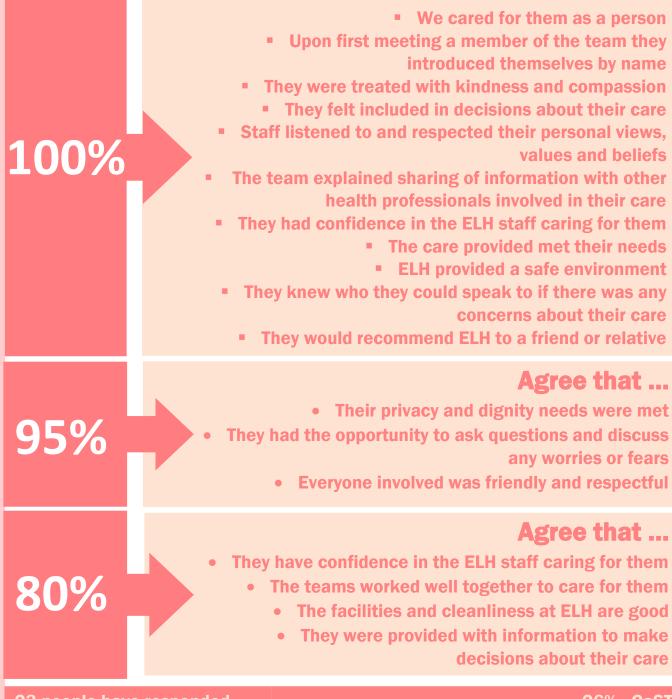
## East Lancs Hospice Patient Feedback Survey Results – Quarter 2

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...

## Agree that ...



23 people have responded between July and September 2022. The services they have used are... 26% - CaST 17% - CNS 35% - Counselling 22% - IPU

## East Lancs Hospice Patient Feedback Survey Results – Quarter 2

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.