

Feedback



HOSPICE AT HOME
WEST CUMBRIA

Enhancing life, excelling in care

Please share your experience with us.

- By completing this survey, you will be helping Hospice at Home West Cumbria to evaluate and improve the services we offer.
- All information you give will be held by Hospice at Home West Cumbria and will remain secure and confidential.
- Unless you give your permission, the information you provide will be anonymous. Any answers or comments which are identifiable to you, will only be used for the purposes of improvement to services.
- Information and intelligence gathered will not be passed onto any third parties without explicit consent and will not be used for marketing purposes in accordance with the General Data Protection Regulation 2018.
- Results may be published by Hospice at Home West Cumbria but individuals will not be identified.

Question 1: I am...

(you may tick more than 1)

☐ a Patient ☐ a Family Member or Carer ☐ Bereaved

☐ Other (please specify) _____

Question 2: My experience includes...

(you may tick more than 1)

☐ Home Nursing ☐ Lymphoedema ☐ One-to-one Emotional Support

☐ Carers Group ☐ Patient Support Volunteer ☐ Complementary Therapies

☐ Patient Group ☐ Bereavement Group

☐ Other (please specify) _____

Please rate us 1, 2, 3, 4 or 5 stars for the following questions. *(tick your selection)*

Question 3: Hospice at Home West Cumbria provided me with personalised care based on my individual physical, emotional, spiritual, social and cultural needs and wishes.

★ ★★ ★★★★★

Please share with us an example: _____

Question 4: Hospice at Home West Cumbria offered support to those who are important to me.

★ ★★ ★★★★★

Please share with us an example: _____

Question 5: Hospice at Home West Cumbria made a positive difference in my life.

★ ★★ ★★★★★

Please share with us an example: _____

Question 6: Hospice at Home West Cumbria provided care and support when I needed it.

★ ★★ ★★★★★

Please share with us an example: _____

Question 7: Hospice at Home West Cumbria provided me with useful information.

★ ★★ ★★★★★

Please share with us an example: _____

Question 8: Hospice at Home West Cumbria welcomes everyone regardless of age, gender, ethnicity, disability or sexual orientation.

★ ★★ ★★★★★

Please share with us an example: _____

Question 9: Hospice at Home West Cumbria provided professional, skilled, specialised staff and volunteers that offered a high standard of care.

★ ★★ ★★★★★

Please share with us an example: _____

Question 10: Hospice at Home West Cumbria have teams who work well together.

★ ★★ ★★★★★

Please share with us an example: _____

Question 11: Hospice at Home West Cumbria have teams who work well with others who provide care and support (e.g. GP, Clinical Nurse Specialist, District Nurse).

★ ★★ ★★★★★

Please share with us an example: _____

Question 12: Hospice at Home West Cumbria treated me with dignity.

★ ★★ ★★★★★

Please share with us an example: _____

Question 13: Hospice at Home West Cumbria treated me with respect.

★ ★★ ★★★★★

Please share with us an example: _____

Question 14: Hospice at Home West Cumbria gave me control and choice over my needs and wishes.

★ ★★ ★★★★★

Please share with us an example: _____

Question 15: Hospice at Home West Cumbria supported me with kindness and compassion.

★ ★★ ★★★★★

Please share with us an example: _____

Question 16: Hospice at Home West Cumbria made me feel safe.

★ ★★ ★★★★★

Please share with us an example: _____

Question 17: Hospice at Home West Cumbria developed trusting relationships.



Please share with us an example: _____

Question 18: Hospice at Home West Cumbria kept my personal information confidential.



Please share with us an example: _____

Question 19: Hospice at Home staff used personal protective equipment (aprons, gloves, masks, visors) during my consultation/clinic appointment or when providing care and support.



Please share with us an example: _____

Question 20: If someone I knew needed this kind of support I would recommend Hospice at Home West Cumbria.



Please share with us an example: _____

Question 21: Please let us know how we can we improve the care and support we offer.

Thank you

Thank you so much for taking the time to participate in this survey.

We value your feedback as it helps us to continuously improve the service we provide and identify any areas where we could do better. If you would like any further information about the survey, or how the information is used, please contact info@hhwc.org.uk

Please print and return completed surveys to:

Hospice at Home West Cumbria, Workington
Community Hospital, Park Lane, Workington,
Cumbria, CA14 2RW

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