

Service Feedback Form



We value your feedback about our services and use it to inform our service reviews and continuous improvement of our processes. We always like to hear about your experience, it is reassuring and motivating for us to know that we are meeting the high standards of service and care that we set for ourselves.

Sometimes we don't get things right and we take all complaints seriously. We have a complaints policy and view all complaints as an opportunity to learn and make improvements. You can view the complaints policy on our website at www.hospiceathomewestcumbria.org or you can request a copy by calling 01900 873173 or emailing info@hhwc.org.uk.

We would be grateful if you would complete this survey and share your experience of our service:

Question 1: Overall, has the care you and your loved one received been to a satisfactory level?

☐ Yes ☐ To Some Extent ☐ No ☐ Prefer Not To Answer

Question 2: How likely are you to recommend our services to family and friends?

☐ Very Likely ☐ Likely ☐ Unlikely ☐ Prefer Not To Answer

Question 3: Do you feel that you and your family were treated with compassion, dignity and respect?

☐ Yes ☐ To Some Extent ☐ No ☐ Prefer Not To Answer

Question 4: Do you feel you were provided with appropriate advice and information about our services?

☐ Yes ☐ To Some Extent ☐ No ☐ Prefer Not To Answer

Question 5: Overall, how was your experience of Hospice at Home West Cumbria?

☐ Very Good ☐ Good ☐ Neither Good Nor Poor ☐ Poor ☐ Very poor ☐ Prefer Not To Answer

Please use the space on the next page for any other information or feedback you would like to share with us.

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HOSPICE AT HOME
WEST CUMBRIA

Enhancing life, excelling in care

Please use this space for any other information or feedback you would like to share with us:

I consent to the information given to be used for funding applications and marketing purposes.

☐ Yes

☐ No

Signed: _____

Thank you

Thank you so much for taking the time to complete this form.

If you would like any further information about how the information is used, please contact: info@hhwc.org.uk

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