

PATIENT SURVEY

We are always interested to hear what people think about us.

Please answer this short survey to help us improve our services.

When you have completed this survey:

- save it as a pdf and email it to: **quality.phc@nhs.net**
- or print it out and post it to: Director of Patient Services, Peace Hospice Care, Peace Drive, Watford, Hertfordshire, WD17 3PH
- or print it out and hand it into Hospice Reception.

All information will be anonymous and any actions prompted from the findings of your survey will be available from the Director of Patient Services.

1. Are you:

- Completing this survey alone
 Completing this survey with someone else
If so, are they a: family member friend Hospice Volunteer

2. Which of the Peace Hospice Care services does this survey apply to?

- Peace Outpatient Services Peace Inpatient Services
 Peace Community Services

3. This question is for Peace Outpatient Services only:

Tick the services you have used/are using:

- HOPE course Fatigue Management Creative/art group
 Assessment clinic Workshop Wellbeing/social group
 Physiotherapy session Breathlessness group
 Complementary therapy Meditation

Which, if any, were provided remotely?

4. Peace Hospice Care services were available when I needed them.

Agree Disagree Neither

Add any comments:

5. The Peace Hospice Care Welcome Pack and other leaflets help to keep me informed about Hospice services.

Agree Disagree Neither

Add any comments:

6. Was the information we provided accessible and understandable and (if needed) did you receive communication support?

Yes No

Add any comments:

7. Peace Hospice Care staff give me as much information as I want to help me make decisions about my care.

Agree Disagree Neither

Add any comments:

8. What were your expectations coming to Peace Hospice Care?

9. How have the services that you have accessed been of help?

10. Peace Hospice Care staff treat me with respect and dignity. Agree Disagree Neither

Add any comments:

11. I know enough about the roles of Peace Hospice Care staff involved in my care. Agree Disagree Neither

Add any comments:

Questions 12, 13 & 14 apply to Outpatient Services and Inpatient Services only:

12. The Hospice is a welcoming and comfortable environment. Agree Disagree Neither

Add any comments:

13. The standard of cleaning throughout the Hospice is satisfactory. Agree Disagree Neither

Add any comments:

14. The catering service provided in the Inpatient Unit/in the Hospice Peace Café is satisfactory. Agree Disagree Neither

Add any comments:

15. Overall, how was your experience of our service? Very good Good Neither good nor poor Poor Very poor Don't know

16. Is there anything you think Peace Hospice Care does particularly well?

17. Is there anything you think Peace Hospice Care can improve on?

18. Should you ever want to complain or make a comment, would you know how to do it? Yes No Can't remember

I am happy to be contacted to give my opinion about Peace Hospice Care services:

Title	First Name
Surname	
Address	
Postcode	Phone
Email	

Please tick if you do not want us to share your comments with other patients/the public.

We would like to keep you updated about Peace Hospice Care news and fundraising activities. Please tick if you are happy to keep in touch: **By post** **By email**

Many thanks for taking the time to complete this survey.

If you would like a copy of this document in LARGE PRINT, Braille, or audio format, or if you would like this information explained in your own language, please contact us.