

# YOUR OPINION MATTERS

JANUARY 2024 - MARCH 2024



★ **100%** ★  
**EXTREMELY SATISFIED**

**Overall Impression of the Hospice**

**100%**

**Cleanliness of the Hospice  
Extremely Satisfied**

**75%**

**Overall Impression of Catering  
Extremely Satisfied**

12.5% Satisfied  
12.5% Somewhat Satisfied

**97%**

**Overall Communication  
Extremely Satisfied**

3% Satisfied



**Overall Impression of Care**

**88%**

**EXTREMELY SATISFIED**


12% Satisfied

“ Everyone involved worked together to leave me feeling the strongest I have felt and confident to move forward. You have all gone above & beyond. ”

“ Thank you for the kind, compassionate and professional care you gave our mother, in the last weeks of her life at Willow Burn. She could not have done without you all and neither could we. Thank you from the bottom of our hearts. ”

“ Thank you to all the amazing staff and volunteers who make Willow Burn such a special place. Thank you so much for all the love, care, support and kindness shown to mam and the rest of the family over the last few weeks. You all helped us to make many more happy memories with our beautiful mam and grandma. ”

“ Thank you for all you did for our grandma during her time at WB. You are all incredible. We will be forever grateful for the peaceful and respectful end you gave her. ”

  
**Willow Burn**  
**Helen McArdle**  
In-Patient Wing