

YOUR OPINION MATTERS

JULY 2023 - SEPTEMBER 2023



★ **100%** ★
EXTREMELY SATISFIED

Overall Impression of the Hospice



100%

Cleanliness of the Hospice
Extremely Satisfied

86%

Overall Impression of Catering
Extremely Satisfied
14% Satisfied

97%

Overall Communication
Extremely Satisfied
3% Satisfied



Overall Impression of Care

91%

EXTREMELY SATISFIED

9% Satisfied

“ My funny feisty grandma has been so well looked after with real love and compassion, getting to know all her quirky ways. You kept her smiling even through the pain. We are blessed you came into our lives, you really have restored my faith in humanity. Thank you for the kindness to me also, it's a process no one wants to go through but I am glad I did it with the most wonderful staff. My grandma loved you all! Thank you is not enough. ”

“ Care is above and beyond in the IPU and the food is excellent along with how helpful the staff are. ”


“ The Hospice and grounds are amazing and couldn't have been planned and built any better. Great thought has been put into making it perfect for purpose. ”

“ Mam is receiving the best possible care we could wish for. The support from staff is excellent, they always make time to explain the present situation with mam and answer any questions. ”

“ 100% dedication of staff and facilities are amazing. ”

“ Can't fault anything about the care, it has exceeded our expectations. ”

“ Thank you for all the wonderful care and love you provide. Willow Burn Hospice and all the staff are a true jewel in our crown. ”


Willow Burn
Helen McArdle
In-Patient Wing