 **YOUR FEEDBACK**

 **Hospice Palliative Care Volunteer Visiting Services**

**Rating scale:** ☺ 😐 ☹

The referral process was precise & uncomplicated Yes Somewhat No n/a

A comfort bag was offered during the referral process Yes No n/a

The Volunteer Coordinator/Volunteers introduce themselves Yes Somewhat No n/a

before entering your loved one’s room

The volunteers supporting your loved one were compassionate/ Yes Somewhat No n/a

supportive of his/her needs

The volunteers supporting your loved one were compassionate/ Yes Somewhat No n/a

supportive of your needs

The volunteers offered non-judgmental and active listening during Yes Somewhat No n/a

your loved one’s journey

I had trust and confidence in the volunteers looking after my Yes Somewhat No n/a

loved one

I was satisfied with the support provided by the Hospice Yes Somewhat No n/a

Northwest volunteers

I really like…. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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You could improve…. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Thank you for taking the time to give us your feedback. Your comments and suggestions help us to provide our patients with high standard of care.**

 May 2018