

Ref No.	Recorded By	Date	EXAMPLES OF EXCELLENT PRACTICE - Description
2025/30	LJ/AR	09/09/2025	Email of appreciation sent by the Clinical Nurse specialist Lead for Care Homes Dear St Raphs Specialist Community team (Clinical Nurse Specialists, Palliative Consultants etc etc), I just wanted to say a really big thank you so much for all your support and expert advice you have given me over the past few weeks and months in regard to our shared patients. I really do appreciate the respectful, collaborative, understanding, and supportive response I receive from you all - it means a lot both personally and professionally. Every phone call and email we share in correspondence gives me incredible reassurance that we are working effectively together and sharing the same goal to achieve the best outcomes for our poorly patients in Sutton, many of whom seem extremely complex, and I am truly grateful for your expert advice and support in managing them. In a healthcare world where extreme busyness, limited resources and daily stress seems increasingly normal, and appreciation is therefore sometimes rare, I just wanted you all to know... I appreciate you!
2025/29	SO/AR	04/09/2025	Daughter of Wellbeing Attendee who provided the crockery and decoration for a recent party sent an email of appreciation I just wanted to say thank you for the opportunity to give back and recognise the amazing volunteers who do such an important job. I really wanted them to know that their gift isn't just to the group, but to the families behind the group as well. Their time and care make such a difference, and it was a privilege to be part of something that honours that. I'm so glad the vintage china I provided helped make the thank you party a success. I was proud to be involved, and it was a lovely opportunity to showcase what I do in such a meaningful way. Thanks again, Lizzie – I truly appreciated being part of it.
2025/28	SO/AR	14/08/2025	Email of Appreciation I would like to record my thanks to the Wellbeing Centre and especially Lizzie and yourself for facilitating the opportunity to meet and work with Laura Alexander. It has been very enlightening and very supportive personally and I have felt tremendous benefit from these hypnotherapy sessions. I am sure that many more people could benefit if they only knew how effective the approach might be for them.
2025/27	LJ/AR	31/07/2025	Card of Thanks To All the Amazing Staff and Volunteers at St Raphael's. Thank you for the care, kindness and compassion you showed not only my Dad, but our entire family during his final days with you! You are all my heroes and there will never be enough words to express how grateful I am to each and everyone of you. In our darkest time, you showed us love and support and just hours before my Dad passed, the amazing team were still able to get smiles and laughter from him. We will be making a donation to you from Dad's will as he requested in his final weeks. We will also be asking for donations to yourself rather than flowers at his funeral and please find attached a small donation today. I will do my best to support the amazing work you all do going forward and am forever grateful that my Dad has such wonderful, kind and loving people caring for him in those final days. It was his wish to come to yourselves and to pass comfortably and peacefully under your care -so thank you from the bottom of my heart for making his wish come true. Forever grateful.
2025/26	TC/DM/AR	09/07/2025	Letter of donation and thanks for the "great care provided by Bev McDermott and the community care team" to a patient from a friend.
2025/25	GT/AR	07/07/2025	Thank you card from a Volunteer on her retirement from volunteering for over 10 years in The Orangery and in our Donation Centre. " I have so enjoyed my 10 years in the Orangery, meeting so many lovely people, plus the fun of the quiz nights. It goes without saying that I will always be supporter of the Hospice and help whenever I can. Love to everyone."