

Ref No.	Recorded By	Date	EXAMPLES OF EXCELLENT PRACTICE - Description
2025/24	AR	04/07/2025	<p align="center"><b><u>Medex feedback in June 2025</u></b>                      No care concerns x 3                      Cannot fault the team at SRH, if only there were more of them (hospices), so kind. Unbelievable people.                      Level of care, knowledge, compassion and kindness is absolutely amazing.                      SRH: They were "the best"</p>
2025/23	AR	04/07/2025	<p align="center"><b><u>Medex feedback in April 2025</u></b>                      No care concerns x 5                      Excellent care, outstanding                      Care was amazing, pt felt so safe</p>
2025/22	AR	04/07/2025	<p align="center"><b><u>Medex feedback in April 2025</u></b>                      No care concerns x 4                      Immaculate care, couldn't ask for more. Sympathetic, kind -respect shown to pt and family                      Wonderful</p>
2025/21	AR	23/06/2025	<p>Annual review of individual complaints received between 1st April 2024 and 31st March 2025 highlighted a variety of practice changes / learning that have been exacted/effected that included: -</p> <ol style="list-style-type: none"> <li>1. To be aware of what can be heard by others when talking in the reception area</li> <li>2. To ensure that reception staff are aware that families have access to the galley kitchen</li> <li>3. Process for lottery collections post bereavement revised.</li> <li>4. Affirmed adherence to policy on dealing with verbal abuse.</li> <li>5. Provision of leaflet on 'Medicines used for symptom control'.</li> <li>6. Retail team to be aware and find a pragmatic balance between open and shut doors and keeping warm.</li> <li>7. Feedback to Britevox and education of canvassers.</li> <li>8. Pricing policy reviewed.</li> <li>9. Customer service and manner of communication.</li> <li>10. Compliance with policy on receipt of donated items.</li> <li>11. Security of waste bins</li> <li>12. Affirmation of retail staffing policy</li> <li>13. Checking product quality prior to sale</li> <li>14. Heightened awareness of material on sale that may cause offense.</li> </ol>

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2025/20	LJ/AR	09/06/2025	<p style="text-align: center;">Dear St Raphael's Hospice,</p> <p>I am writing to express my and my families heartfelt gratitude to all of you for the exceptional care and compassion you showed my beloved mother during her final weeks/months. Words cannot fully convey the depth of my appreciation for the energy, time, and effort you dedicated to ensuring her comfort and dignity.</p> <p>Your kindness and professionalism were a source of great comfort to both my mother and our family during such a profoundly difficult time and she found it very difficult to leave your care. Whether it was through your attentive medical care, your gentle words of encouragement, or your thoughtful gestures, every interaction demonstrated the deep humanity and dedication that define your work.</p> <p>The environment you created for my mother was one of peace, respect, and love—qualities that mean so much in moments when they are needed most. Knowing she was in the care of such skilled and compassionate professionals brought a sense of solace that is difficult to describe.</p> <p>On behalf of my Mother and my entire family, I thank you for the incredible work you do each day, and for the care you provided to my mother in her time of need. You truly made a difference in her life and ours.</p> <p>I would appreciate if you could kindly send me a link so that I can make a donation to your incredible institution. Although I was only able to attend St Raphael the day my mother arrived, even from this short experience we knew we had made the right decision in sending my mum to your Hospice and it gave me great comfort to know that she was in good hands. It is always difficult being so far away so thank you for making that pain easier to bear.</p> <p style="text-align: center;">Once again on behalf of my family thank you.</p>
2025/19	CT/AR	06/06/2025	<p>Feedback from the Medical Examiner The ESTH Medical Examiner Service recently reviewed two cases referred by yourselves, the late GWP ( 2758) and SMS ( 2512),</p> <p>Both family's were extremely happy with the care provided by St Raphael's and made the following comments, " the care was excellent and outstanding", and " amazing care, patient felt so safe".</p> <p>Please feed this back to everyone involved and congratulations in continuing to provide such an exemplary service. Distributed to the clinical team</p>
2025/18	AH/AR	28/05/2025	<p>In memoriam donation alongside letter: Today is the first anniversary of patient's passing at the Hospice and again I must say that the care to him at the Hospice was exceptional and the Bereavement help extended to myself from your Sister Ann, Simon, Lizzie and Maureen and the others at the Wellbeing Centre have been a God Send to me during this past year. I hope the Hospice continues to do this great work and hope this donation helps in a small way.</p>

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2025/17	RT/AR	12/05/2025	<p>A big thank you to everyone involved in International Nurses Day!</p> <p>To Maura, Karen, Tracy, David and Ana in particular for all their input, organising, raising funds, providing goody bags, aromasticks...</p> <p>To the wonderful Comp Therapy team for volunteering their time to provide calming, relaxing treatments for the staff...</p> <p>To all the IPU nurses for the delicious array of international dishes in the Orangery...</p> <p>And to every single nurse (and paramedic) for everything you do everyday to care for all our patients and their families and friends.</p> <p>You are all AMAZING!</p> <p>Becca and Nick</p>
2025/16	JC/AR	09/05/2025	<p>Anonymous feedback left in the feedback box in the Hospice : Thank you .This place is wonderful and everyone is very nice.</p> <p>Good work!</p>
2025/15	RT/AR	08/05/2025	<p>I just wanted to share that I think today may have been our busiest day yet in the WBC (aside from Christmas parties): -</p> <p>23 people for Craft+ Coffee this morning</p> <p>28 in total this afternoon :</p> <p>16 ladies for afternoon tea this afternoon</p> <p>12 chaps for men's den this afternoon</p> <p>The VE theme might have encouraged the high attendance and the visit from St Cecilia's with May flowers this morning added to the benign chaos.</p> <p>We also made £200.00 with a VE Day raffle and during the course of the week managed to honour Dying Matters Week with craft and open discussion.</p> <p>Our volunteers (3 this morning and 5 this afternoon) have taken much of the strain.</p>
2025/14	RT/AR	01/05/2025	<p>A huge thank you to all of you who helped make yesterday's wedding in the Orangery so incredibly special.</p> <p>One of our inpatients and her partner 'tied the knot' in the sunshine, with their family and friends present.</p> <p>It was a true testament to what makes our hospice exceptional,</p> <p>from retail providing a selection of beautiful wedding dresses to choose from and gifting 'the dress',</p> <p>to our social work team perfecting their side hustle as wedding planners,</p> <p>and the nurses and doctors ensuring the bride looked her best and her symptoms were managed as much as possible so that she could enjoy her special day.</p> <p>And so many others who were also involved in different ways.</p> <p>Thank you – this is an example of what you do that is truly above and beyond.</p>