



St Oswald's  
Hospice

# Stakeholder Experience

at St Oswald's Hospice

1st April 2025 - 30th September 2025

Quality time for everyone

The Stakeholder Experience Report brings together feedback from people who have a connection to St Oswald's Hospice. This covers patients and families, staff and volunteers, supporters and customers, commissioners and funders, and students and placements. This report focuses on activity from the last six months (1st April 2025 – 30th September 2025) and is split into sections based on the sources and mechanisms of feedback.

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## Feedback About Our Services

As always, throughout the past six months, we have sought and received feedback from patients across our services. This includes our Adult Inpatient Unit, Focus on Living Centre, Lymphoedema Service and Children and Young Adults Service.

**Here are some direct quotes we've received about our services...**

### Adult Inpatient Services

"Our family cannot thank you and all your staff and volunteers enough for all the care, compassion, kindness and support shown to not only x but all our family and x's friends who visited her during this heartbreaking time for us. From the nurses to the chefs, doctors, cleaning staff, receptionists, everybody we had contact with had a smile and a kind word."

### Lymphoedema Service

"I would like to thank x, one of the Lymphoedema Practitioners, for being so kind and understanding.

x takes her time in explaining every task my husband and I have to do to help the skin on both of my low legs.

She has a very gentle touch, and gentle way of speaking to people, you can't help knowing that you are in the right hands."

### Focus on Living Centre

"It is a wonderful place full of caring, supportive professionals who are so knowledgeable. I definitely feel safe the minute I walk through the doors. Thank you St. Oswald's Hospice."

### Children and Young Adults Service

"Kole and Jack (brothers of Hayden who comes to our Children and Young Adults Service) love coming to the hospice – it's so important they feel part of where Hayden goes. It's not always easy when you're caring for a child with complex needs, and Jack and Kole have missed out on things before. But they've had some amazing experiences thanks to St Oswald's Hospice – even a trip to Wembley! The team make them feel so welcome – and they spoil them rotten!"

# Feedback From Our Supporters

## Consultation Network update

Over the past year, our Consultation Network has continued to play an important role in helping us understand the experiences of people who use or support our services.

We now have 20 members, including a mix of current and former staff and volunteers, family members, and colleagues from partner organisations such as Haref Allies and the NHS. This diverse range of voices is helping us build a richer picture of what matters most to our community.

### Recently, we have:

- Developed Interview and Accessibility Guidance to support more inclusive and comfortable involvement opportunities.
- Reviewed our Patient Privacy Assumptions to ensure that all participation continues to respect the dignity, safety, and preferences of everyone involved.
- Shared an invitation for members to join a Patient Roundtable, led by the Commission for Palliative and End of Life Care.
- Begun exploring ideas linked to the FOL Garden plans, looking at how the project could support wellbeing and connection for patients, their families, and staff.

Looking ahead, we will continue to strengthen and grow the group so we can hear from an even wider range of perspectives and lived experiences.

Anyone interested in joining is warmly encouraged to email [feedback@stoswaldsuk.org](mailto:feedback@stoswaldsuk.org) with their name and contact details. New members are always welcome.

## When stories inspire support – Keir’s impact at our ‘Better Together Business Club’

In September 2025, we welcomed Keir – who receives support from our Bereavement Service following the death of his wife – to speak at one of our networking events.

After the event, several guests shared how moved they were by Keir’s speech, saying:

**“It was a pleasure to hear Keir speak and understand the impact that Bereavement Support has had on him and his family. His talk was the perfect balance of heartfelt and gently funny. We really appreciate him sharing it so openly.”**

His contribution helped guests understand the real impact our bereavement services have on families. It also prompted a number of attendees to ask how they could support our Giving Day, which takes place in December. The campaign aims to raise £300,000 to help fund our Bereavement and Social Work teams.

Keir’s story was a lovely example of how personal experiences can inspire people to get involved and make a difference.



# Feedback From Our Staff and Volunteers

## Equity, Diversity and Inclusion Survey

As part of St Oswald's Hospice's NHS contract, we record and report on the ethnicity and disability of our staff each year. This process also includes our volunteers, reflecting our ongoing commitment to promoting equity, diversity and inclusion across the whole organisation.

Each year, we invite staff and volunteers to share their experiences and perspectives, exploring whether there are any links between ethnicity, disability, bullying, harassment or career progression.

The survey is just one of the ways we gather feedback to help us understand experiences across our workforce and identify areas for improvement.

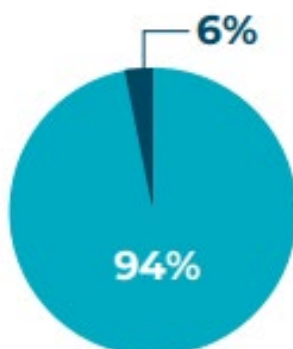
This year, we received **125 staff responses** and **177 volunteer responses**. The increase in volunteer engagement followed the introduction of text message invitations to complete the survey.

Based on the feedback received, staff and volunteers told us...

### Staff responses:

Do you feel you have experienced harassment, bullying or abuse from patients, relatives, the public or colleagues in the last twelve months?

● Yes  
● No



**8 people**  
(6%)

Told us they were discriminated against for a range of reasons, including gender, age, disability, sexual orientation, marriage and civil partnership.

Do you feel confident to speak up at St Oswald's Hospice?

89%  
Yes

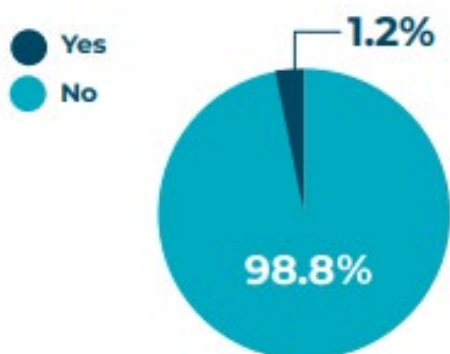
11%  
No

This year, no one gave a reason for not speaking up, although one person did say they were unsure whether anything would be done. What came through strongly, though, was that most people felt confident they would be taken seriously and that their concerns would be acted upon.

Many of the comments talked about the confidence people have in their managers and the way the organisation is seen as supportive. There was also particular appreciation for the Freedom to Speak Up Guardians and the acknowledgement of the different channels of support that are available.

## Volunteer responses:

Do you feel you have experienced harassment, bullying or abuse from patients, relatives, the public or colleagues in the last twelve months?



**2 people**  
**(1.2%)**

Told us they were discriminated against for a range of reasons, including, age, ethnic background, gender and religion.

Do you feel confident to speak up at St Oswald's Hospice?

93%  
Yes

7%  
No

Most people told us they feel confident speaking up and really value the support they receive from their Volunteer Links. However, some volunteers shared that speaking up doesn't always feel easy or safe for them.

The reasons they gave included worries about being judged for what they say, and feelings of anxiety that can make it difficult to speak up.



# Feedback from our Students and Placements

## Volunteer to Career Feedback

Launched in 2023, the Volunteer to Career pathway offers individuals from all backgrounds the opportunity to explore new career directions while gaining valuable hands-on experience in their chosen profession. The programme is open to everyone, with no previous experience or qualifications required, and is completely free of charge.

Through this initiative, volunteers receive one-to-one mentorship within St Oswald's Hospice, gaining practical insight and confidence while working alongside experienced professionals. In addition to workplace learning, participants have access to a wide range of support resources, including CV writing and interview skills workshops, guidance on crafting personal statements, and help with job applications.

Opportunities are currently available within several key departments including the Lymphoedema Service, Adult Inpatient Service, and Retail, with further areas to follow as the programme continues to grow.

To gather feedback about the programme, we spoke to a student called Iona who was taking part in Volunteer to Career.

### Here is what Iona told us...

**"I've had opportunities I never thought I'd get. Volunteer to Career has really boosted my confidence, helped me develop my personal skills, and has given me a better understanding of healthcare from both the patient and professional point of view."**

**"Learning from the clinical psychologists has been fantastic. They've given me so much advice and helped me understand their role – as that's what I'd like to do."**

**"Seeing their impact on patients and families has made me even more determined to pursue this as a career. Volunteering at St Oswald's Hospice has shown me how compassionate and supportive the environment is. Every member of staff has been so welcoming, and it's made me even more excited to continue my journey into healthcare."**



Want to learn more about our Volunteer to Career pathway?

Scan this QR code here to find out more information:



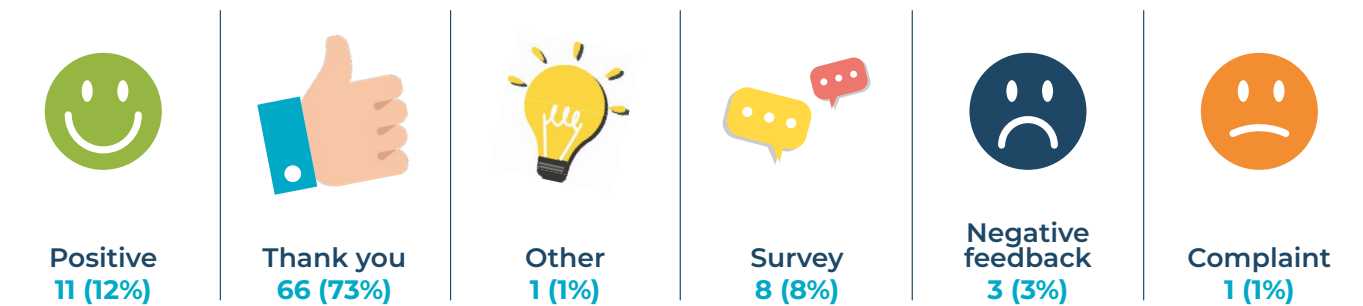
# Feedback Bank

The Feedback Bank, St Oswald’s Hospice ‘suggestion box’ scheme, is an opportunity for patients, families, staff, volunteers and other visitors to provide feedback about all aspects of the hospice and to do so anonymously if they wish.

Feedback is recorded in the online Feedback Bank portal on St Oswald’s Hospice intranet, which includes verbal feedback, feedback in the post boxes around the hospice, social media, thank you cards and feedback books from our charity shops.

## Feedback from this period

A summary of the type of feedback from the time frame **1st April 2025 – 30th September 2025** is shown below. As can be seen, the vast majority includes thank you or positive comments. A total of 90 responses were recorded on the Feedback Bank during this time. Breaking the results into categories, we received:



Theme	Positive	Thank you	Other
Care service experiences	8	56	0
Student placement experiences	1	0	0
Retail experiences	1	7	0
Misc	1	2	0
Volunteering experiences	0	1	0
Concern/negative feedback	0	0	3
Complaint	0	0	1
Survey Answers	0	0	8

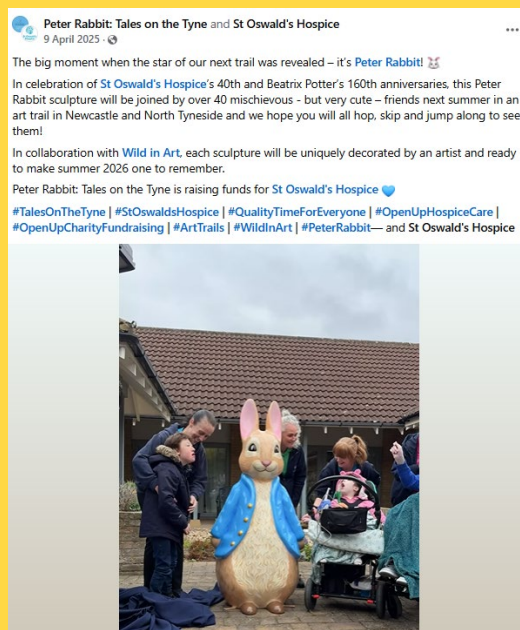
**86%** of the feedback received during this time on the **feedback bank** was either positive or to thank the hospice.

# Social Media Activity

Social media brings opportunities for us to reach out to supporters on our Facebook, TikTok, Instagram and LinkedIn accounts. We often provide engaging content about our services and service users, such as new developments and case studies.

The accounts are also an opportunity for supporters to engage with us. We regularly receive feedback and comments about the care we provide(d) to patients and families on posts and reviews.

Our Facebook posts about hospice services receive a huge amount of engagement from followers, often prompting positive comments from patients and their families. The table below highlights the highest engaged posts of this type for this period.



## Peter Rabbit is the star of our 2026 art trail!

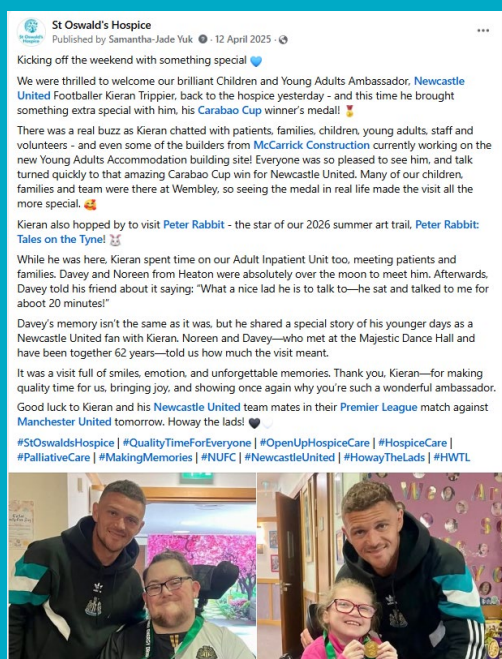
**Performance:** This post reached **82,859 accounts** and generated **109,599 views**, making it the strongest-performing post in this period.

It received **1,517 interactions** – including **1,286 reactions**, **86 comments**, and **137 shares** – clearly showing strong audience interest and engagement.

The post also helped us grow our audience, bringing in **55 new followers** from a single post.

**Top Comments:** “It was amazing to be there today & see the beautiful children complete the treasure trail to find the clues that led to...Peter Rabbit!”

“How special and well done to all involved. A day to never forget – St Oswald's is such a special place.”



## Kieran Trippier visit:

**Performance:** This post reached **41,774 accounts** and generated **73,758 views**, making it one of the stronger posts during this period.

It received **1,167 interactions** – including **1,039 reactions**, **48 comments**, and **80 shares** – showing strong audience interest and meaningful engagement.

The post also helped grow our audience, bringing in **24 new followers**, and generated **4 link clicks**, showing that some viewers wanted to find out more.

**Top Comments:** “This makes my heart swell. Kieran you have no idea how special you have made these people feel. Wonderful.”

“You know what this is magical to see. So many happy faces having a magical moment made by NUFC players — they are just normal men doing a fantastic thing.”



## **More feedback**

We include examples of feedback in many of our publications and other communications. Click on the titles below to read more.

[Our Annual Report and Quality Account](#)

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