St Oswald's Hospice

Stakeholder Experience

at St Oswald's Hospice

1st October 2025 – 31st March 2026

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, families, staff, volunteers, supporters, customers, commissioners, funders, students and placements. This report focuses on activity from the last six months (1st October 2025 – 31st March 2026) and is split into sections based on the sources and mechanisms of feedback.

Feedback Bank

The Hospice uses a range of methods to capture feedback, including social media, suggestion boxes, comments books and Vantage, a feedback recording and management system introduced in June 2025. Feedback is recorded on Vantage, 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 feedback received between **1st October 2025 - 31st March 2026** is shown below. During this period, **50 responses** were recorded on Vantage. The overwhelming majority of feedback was positive, with 46 thank you/compliment entries received. We also received 2 concern/negative feedback entries (4%), 1 complaint (2%) and 1 survey response (2%). Overall, **92%** of all feedback received was positive and expressed thanks for the care and support provided by St Oswald's Hospice.



Thank you/ Compliment
46 (92%)



Concern/ Complaint
3 (6%)



Survey
1 (2%)

Theme	Positive	Thank you	Other
Care	3	33	3
Student placement experiences	0	1	0
Retail experiences	0	4	1
Fundraising & supporter experience	0	2	0
Volunteering experiences	0	1	0
Staff & colleague recognition	0	2	0
Survey responses	0	0	1

92% of all feedback received during this time on the **feedback bank** was either positive, thank you or compliment feedback.

Feedback From Our Supporters

Consultation Network update

During the period from 1st October 2025 - 31st March 2026 the Consultation Network continued to provide an important forum for gathering feedback and insights from people who use and support our services.

Membership remained stable at 20 members, bringing together a range of perspectives, including current and former staff and volunteers, family members, and representatives from partner organisations. This diversity of experience helps ensure that the views of patients, families, staff, volunteers and the wider community continue to inform our work.

During this reporting period, the focus was on maintaining and strengthening the existing network, ensuring members remained informed and engaged while preparing for future consultation opportunities. The network continued to provide a valuable source of feedback and challenge, helping us to consider different perspectives and keep the voices of those we support at the centre of decision-making.

Looking ahead, we will continue to explore opportunities to grow the network and encourage participation from an even wider range of people and communities. By broadening representation and encouraging wider involvement, we aim to strengthen our understanding of what matters most to those who use, support and engage with our services.

Anyone interested in joining the Consultation Network is warmly encouraged to contact feedback@stoswaldsuk.org. New members are always welcome.

Sharing stakeholder impact at our Community Spirit Awards

In February 2026, we welcomed Jill and Megan to speak at our annual Community Spirit Awards. Their daughters, Sophia and Lucy, both attend our Children and Young Adults Service for short breaks and have become the very best of friends through their time at the Hospice.



Jill and Megan spoke openly about the difference St Oswald's Hospice has made to their daughters and wider families, sharing how the team has supported them through both difficult moments and joyful ones. They reflected on the opportunities the girls have enjoyed together and the reassurance of knowing they are cared for by people who understand them so well.

Their stories gave guests a powerful insight into the support the Hospice provides to children and young people with life-limiting conditions, and the positive impact this can have on the whole family. Following the event, many guests shared how moved they had been by their speech.

Feedback From Our Staff

Your Voice Staff Survey

In October 2025, we launched our new Your Voice Staff Survey, inviting colleagues from across St Oswald's Hospice to share their experiences of working here and help shape future improvements across the organisation.

The survey included a set of nationally recognised NHS Staff Survey questions, helping us better understand staff experiences, identify what is working well and recognise where improvements can be made. Staff feedback continues to play an important role in shaping organisational priorities and ensuring we remain a positive place to work.

We received 198 responses, representing 52% of staff, an increase from 183 responses (47%) in 2024.

Overall, the survey reflected strong confidence in the quality of care provided at St Oswald's Hospice and highlighted many of the things staff value about working here. Staff described supportive and collaborative teams, approachable managers and a positive culture of speaking up.

The survey also identified opportunities for improvement, including annual leave arrangements, manager development and staff wellbeing.

What staff told us...



Feedback from our Students and Placements

Providing opportunities for people considering a career in healthcare is an important part of St Oswald's Hospice commitment to developing the future workforce.

Greg is a prospective medical student who volunteers with our Lymphoedema Service to gain hands-on clinical experience.
In a recent video, he shared how volunteering at St Oswald's Hospice has given him valuable insight into patient care, while helping him develop the skills and confidence needed for a future career in medicine.

Reflecting on his experience, Greg said:

"I think it's one of the best work experience options you can have as a prospective medical student. It's invaluable because you're working clinically with patients early on and really seeing their lives changed by the palliative care that you're helping deliver."



Speaking about the variety of the role, he added:

"There really is no typical day. You're getting experience of all of the clinical work, but also the work behind the scenes that makes it all happen."

Greg also spoke about the support he has received from the team:

"All of the staff are very friendly and they're always there to answer any questions that you have."

Scan the QR code to watch Greg talk about his experience volunteering with our Lymphoedema Service

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, Bereavement Support and Children and Young Adults Service.

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

Adult Inpatient Services

"Love and best wishes to you all, with thanks for all the loving kindness and support shown me to during my short stay. It's you who make this place what it is, and I can't thank you enough.

"I have no fears about the end and that's all down to you guys. What better place to be? Before taking the next steps into eternity!"

Lymphoedema Service

"Having the Cleadon Park Lymphoedema clinic close by has been such a lifeline. Travelling into Newcastle for hospital appointments isn't always easy, but here I've got expert help right on my doorstep. It's reassuring knowing that kind of support is right here in the community when I need it. The support from the clinic hasn't just helped me physically – it's meant I can carry on working, still get outon my bike, and spend quality time with my wife."

Focus on Living Centre

"Having complementary therapy last week really lifted my spirits after having a difficult bank holiday weekend. After having reflexology my partner could see a big difference in me.

I left feeling more comfortable in my skin and felt that way for the rest of the day. Really looking forward to my next session."

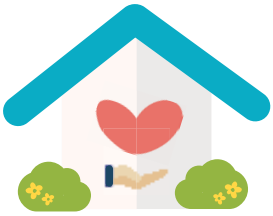
Children and Young Adults Service

"I just wanted to pass on some nice feedback from XXXX mum! She said when she comes to drop her daughter off it's like a therapy session, she can feel the staff really care about her and she would be completely lost without us all."



Bereavement Support

"The care given to my children from Beth and Sarah is immeasurable. Without their support, we wouldn't be where we are today. X"

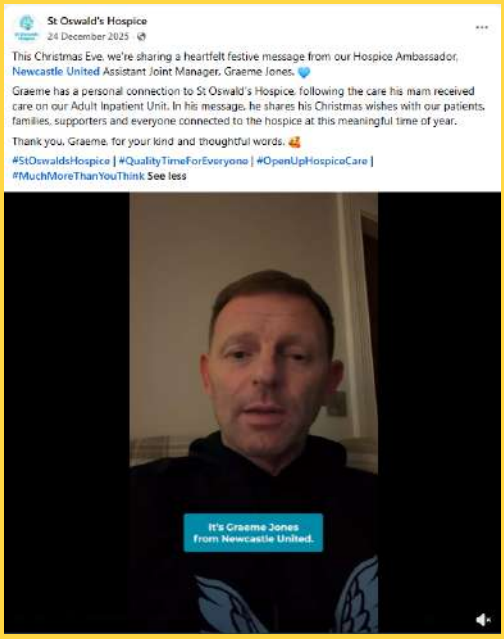


Social Media Activity

Social media brings opportunities for us to engage with existing supporters and reach new audiences through our Facebook, TikTok, Instagram and LinkedIn accounts. We regularly share engaging content about our services and the people we support, including 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 promoting positive comments from patients and their families. The table below highlights the highest engaged posts of this type for this period.



Graeme Jones – Christmas Eve message

Performance: This reel received **56,300 views** from **49,400 viewers** and generated approximately **1,100 interactions,** making it one of the most engaging pieces of content during this period. It achieved the strongest engagement rate at **1.95%** and accumulated **4 days and 17 hours** of total **watch time.**

Top Comments:

"Very touching message Graham. The hospice at home were amazing in caring for my mum in her final weeks and days. They are now my equal charity beneficiaries along with the sir Bobby Robson cancer foundation. Thanks for reminding people."

"Well said!! They all do a fabulous job. My daughter Julie passed away in January this year in their care, she was so well cared for & respected. Myself & family support these marvellous people.Wishing the staff a Merry Christmas."



Celebrating Steph Edusei's honorary doctorate

Performance: This was the strongest-performing Facebook post during this period, generating **60,200 views** and reaching **40,000 people.** It received **440 interactions,** including **404 reactions, 34 comments** and **2 shares,** achieving an engagement rate of **0.73%** based on views.

Top Comments:

"Congratulations!! the St Oswalds are absolutely an inspirational team to work with and learn from!!"

"Well done. I use your lymphedema clinic and you have some lovely staff. Congratulations to you xx"

You said, we did...

Clearer signs for the Patient Entrance

You said... "Finding the Patient Entrance can sometimes be confusing, particularly for visitors and ambulance crews."

We did... We listened to concerns about people finding the Patient Entrance and worked across teams to introduce clearer patient entrance and directional signage. The updated signs help patients, visitors and ambulance crews navigate the site more easily and ensure people arrive at the right place when they need us most.



Closing the Adult Inpatient Unit smoking room

You said... "We are concerned about passive smoking on the Adult Inpatient Unit in the smoking room, and the impact it may have on the health and wellbeing of staff and others using the service."

We did... In February 2026, following a trial period and feedback from staff and patients, we permanently closed the smoking room. Patients who are able to mobilise independently may now smoke in the inpatient garden pergola area only. The space has since been repurposed into a quiet, private area for patients and their loved ones to relax together, creating a more welcoming and therapeutic environment. Staff feedback on the changes has been overwhelmingly positive.



More feedback

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



Annual Report



Quality Account

Published in Sept 2026

0191 285 0063 | enquiries@stoswaldsuk.org
www.stoswaldsuk.org

St Oswald's Hospice, Regent Avenue, Gosforth, Newcastle upon Tyne NE3 1EE. Reg Charity No. 503386

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