

# HQP's recommended real time patient feedback supplier



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A real time patient feedback solution developed exclusively for hospices and palliative care.



**iWantGreatCare** has enabled us to get 'truthful' feedback from our patients and their families. The questions enable us to meet our CQC requirements and the comments are particularly useful to use in reviewing the quality of care and individual teams' performance.

Dr Gill Horne,  
Director of Patient Care, Rowcroft Hospice

Patient feedback matters – not only does it make a huge difference to staff morale, it helps shape, improve and strategically focus our hospice at board level. As a hospice we embrace **@iwgc** feedback at our monthly senior leadership meetings, a great motivator on any agenda.

St Lukes Plymouth, HQP Partner



## Features

- Instant alerts
- Online and offline options for patients to leave feedback
- Posters for your hospice
- Ready-made performance reports
- Every word of every patient fed back to hospice staff
- All feedback published on an independent public website
- Individual clinician feedback

## Benefits

- Real time alerts with the ability to respond directly to reviews
- Real time feedback from patients and carers
- Marketing materials provided to drive feedback
- Fully compliant with CQC and NHSE requirements
- Positive impact on staff morale
- Trust and transparency
- Supports revalidation and boosts moral

# iWantGreatCare

Find out how your Hospice can benefit from iWGC, contact us now

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