

# **Service Priorities and Programmes Electronic Presentations**

**Convention ID:** 562

Submitting author: Ms Chi Wai LO

Post title: Nursing Officer, Haven of Hope Hospital, KEC

### Your Feedback, We Care

Lo CW(1), Lam CC(1), Wong YY(1), Leung SH(2), Yeung KC(1) (1) Community Nursing Service, Kowloon East Cluster, (2) Nursing Services Division, United Christian Hospital

# **Keywords:**

Patient Satisfaction Survey Feedback **CNS** 

#### Introduction

First cluster based CNS Patient Satisfaction Survey

<u>Objectives</u>
To understand the perception of patients or caregivers on the care and treatment provided by KEC CNS and to identify the area for service improvement.

### Methodology

# Result