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

Objectives  
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