

# Thanks for your feedback!

At Carleton Place & District Memorial Hospital (CPDMH) we get many positive letters and emails from patients and families. We welcome your feedback. “Hearing your compliments and concerns is very important to us,” explains Rachel de Kemp, CPDMH’s Chief Nursing Executive. “We want to continually improve the care we provide and we need your input to do that.”

There are many ways to provide feedback - speak to your nurse or doctor, call the CEO, visit our website, or complete a patient satisfaction survey. For details, please visit [www.cpdmh.ca](http://www.cpdmh.ca). Thanks for your feedback.

*From the moment I walked through the front doors, I was met by a chain of warm and friendly professionals. It started with the volunteer at the front door, through to the reception clerk, in the Emergency, to the nurse who held my hand, the anesthesiologist, the procedure room staff and the doctors. I felt that I was being treated as they would treat a member of their own family.*

*I’m no stranger to surgery (this was my 12th)) so when I say the care I received was exceptional, I know what I’m talking about.*



*The care and compassion you provided was second to none, truly appreciated and will always be remembered. Words cannot express our gratitude. You have all provided the highest standard of care and always with a warm personal touch.*

*You made the entire experience far less stressful than it could have been. We have made a donation to the Foundation on your behalf. We felt the best way to thank you was to contribute to your place of work so that you can continue to do what you do for a host of other patients.*