

Wakefield Hospice In-patient Satisfaction Survey

1st November to 1st April 2016

Background

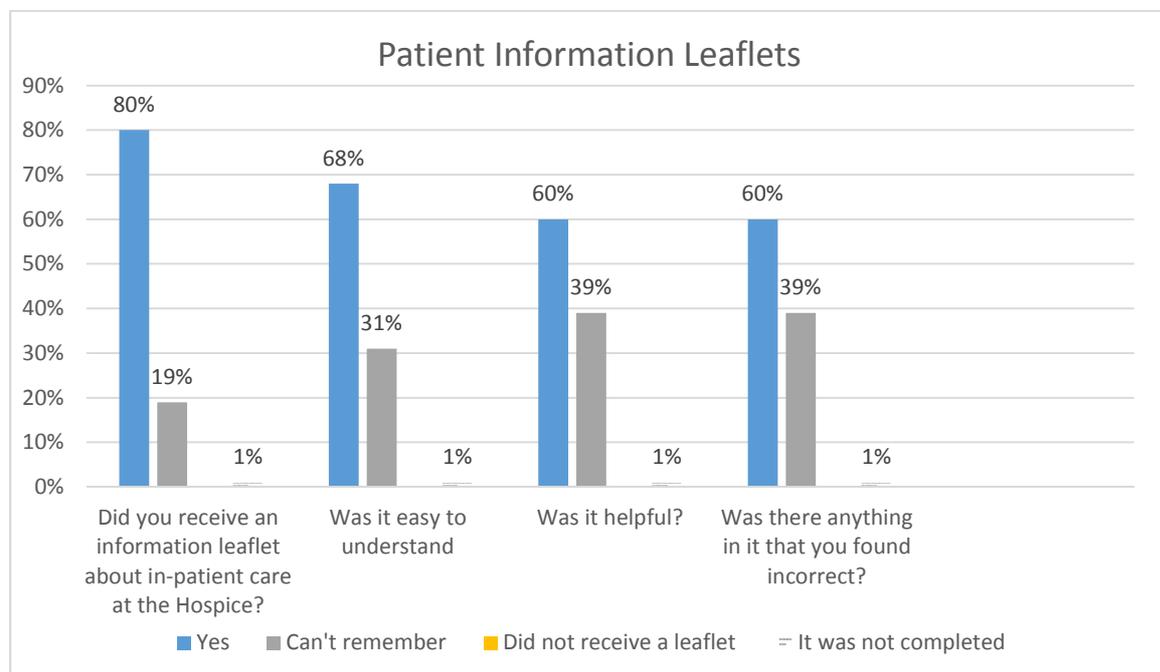
Wakefield Hospice is constantly trying to improve the service that it provides for both patient and carer's. As part of this process, the hospice ensures that all patients who are prior to discharge from the hospice are offered the opportunity to complete an in-patient questionnaire. The completed questionnaires are then collected and an audit of the results is presented. Alongside this, since January 2016, we have introduced a 'question of the week' and the 'friends and family test' with the aim of obtaining more robust data. All hospice questionnaires are anonymous and there are now two ballot boxes available for patients and carers to post their questionnaires.

Methodology/ Results

The patient satisfaction questionnaire was distributed to 27 patients during the period of November 1st 2015 to the 1st April 2016 questionnaires 15 were returned. This represents 55% of the total number of discharges during this period.

The results to the questionnaire are as follows:

Question 1, was split into four different sections that pertain to patient information leaflet (see graph 1 below for results).



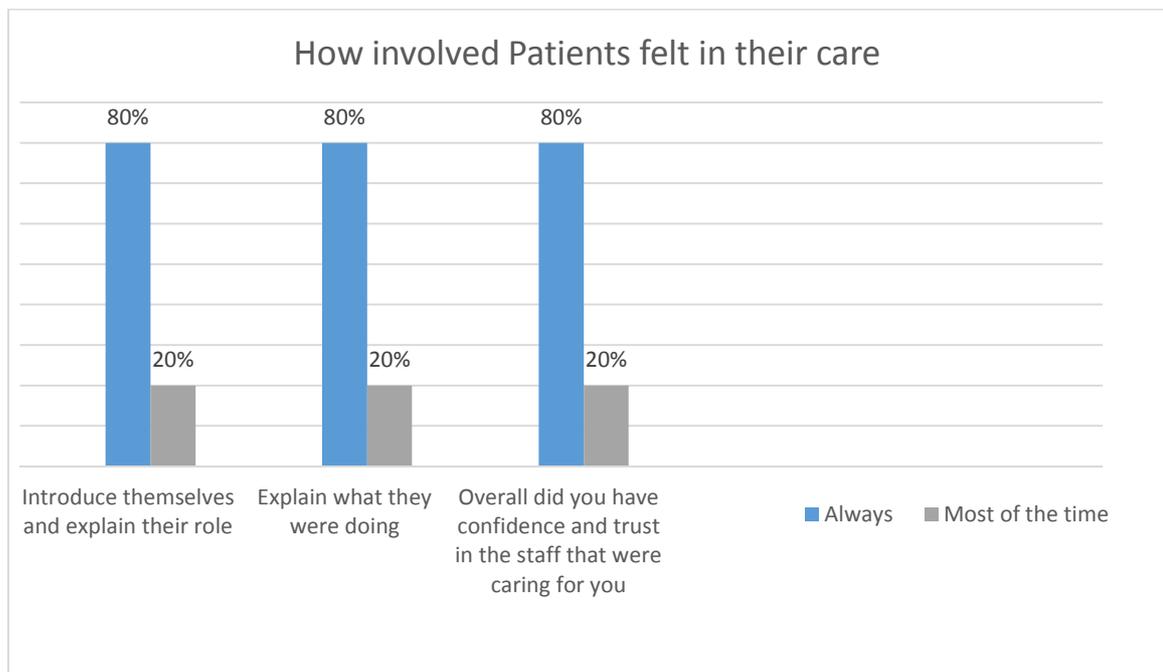
The patients were then invited to add comments if they had stated 'Yes' to any of the above questions. The following comments were made:

<u>Comments</u>
I thought all the nurses in the hospice were wonderful.
No and very comprehensive
Sorry but we cannot remember details but would have done if there had been anything we didn't agree with.

Question 2, the Patients were invited to make suggestions regarding other information that they felt may be beneficial to add to the questionnaire. No comments were made.

Question 3, was split into three different sections that asked the following questions 'While you were in the Hospice did staff involve you?'

(Please see results below on graph 2).

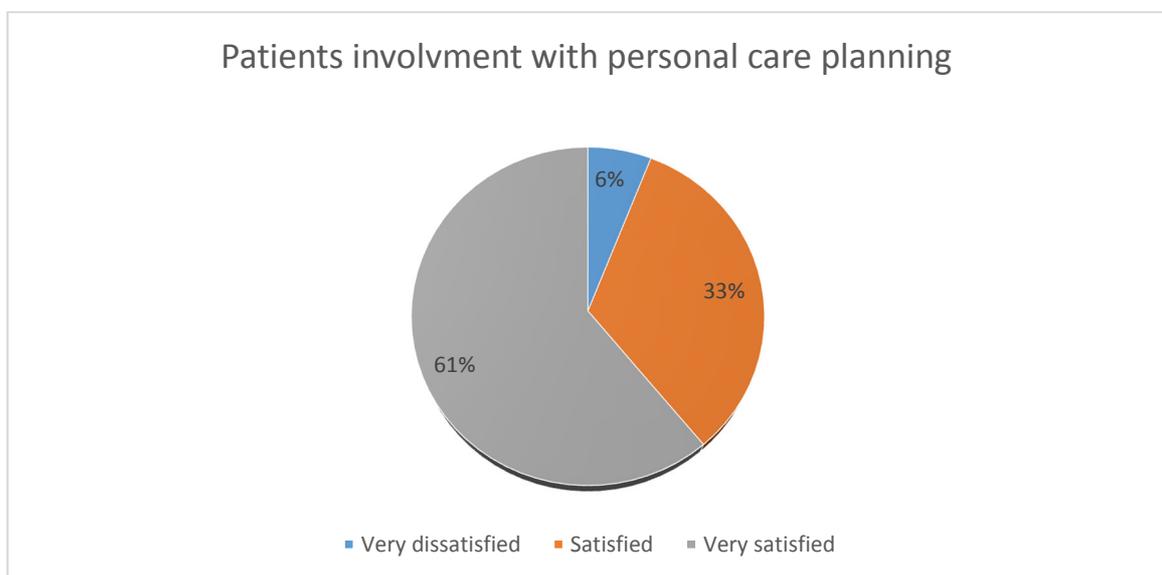


Question 4, the Patients were asked if they had confidence and trust in the staff that were caring for them, 90% stated always and 10% stated most of the time.

The following comments were made:

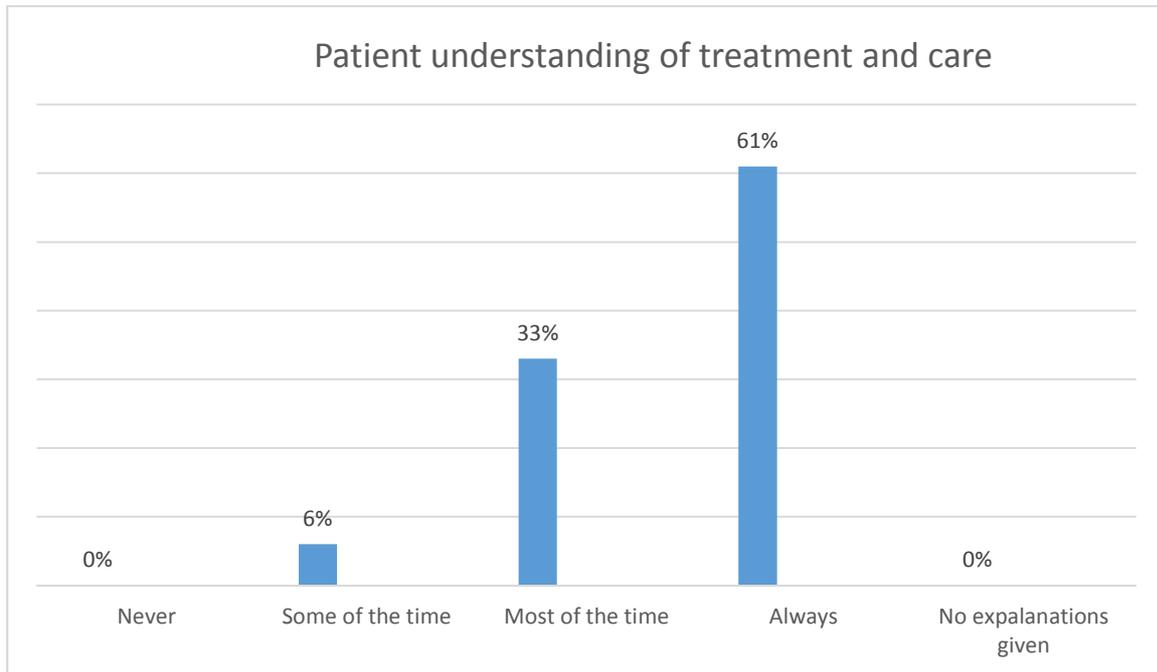
Comments
Wakefield Hospice was wonderful and would be glad to go back there if I needed to.
The Staff always made me feel that I had choices regarding my care. I never felt any pressure to agree and always felt empowered to make decisions regarding my care many thanks.
Staff were brilliant x 2.
The staff were extremely good and accommodating.
Fantastic staff that were caring.
Everything was ok.

Question 5, the Patients were asked to indicate their satisfied about being involved with the planning of their care (see graph 3).

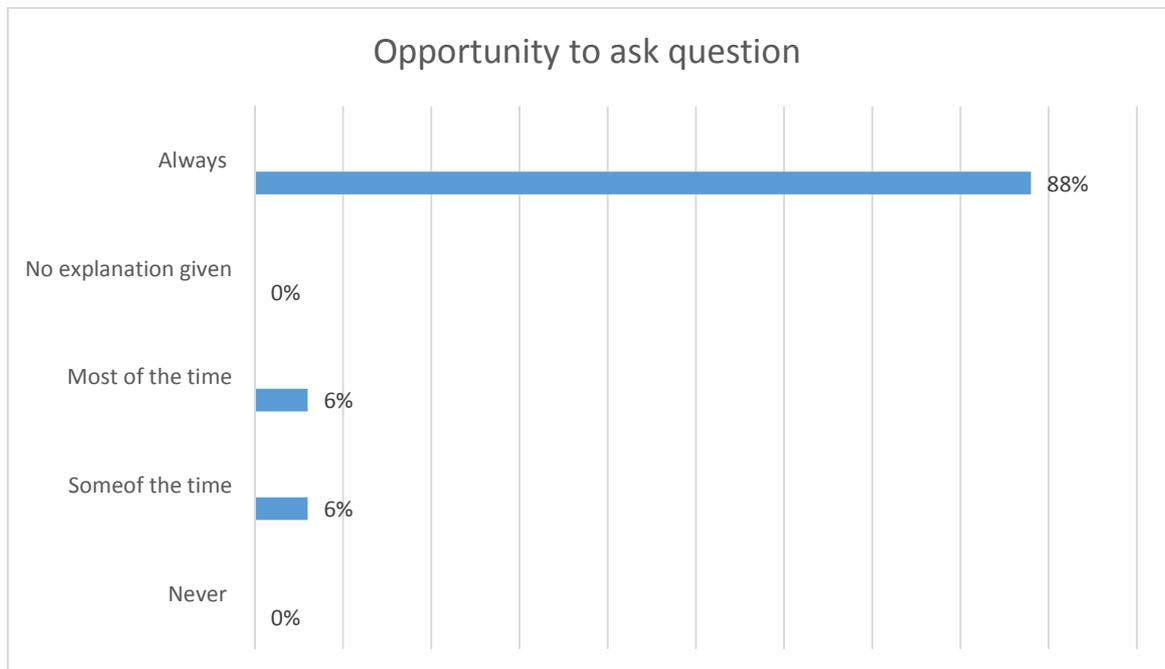


One patient stated that they were very dissatisfied about being involved with their care, but made no comments or recommendations for the Hospice to act on.

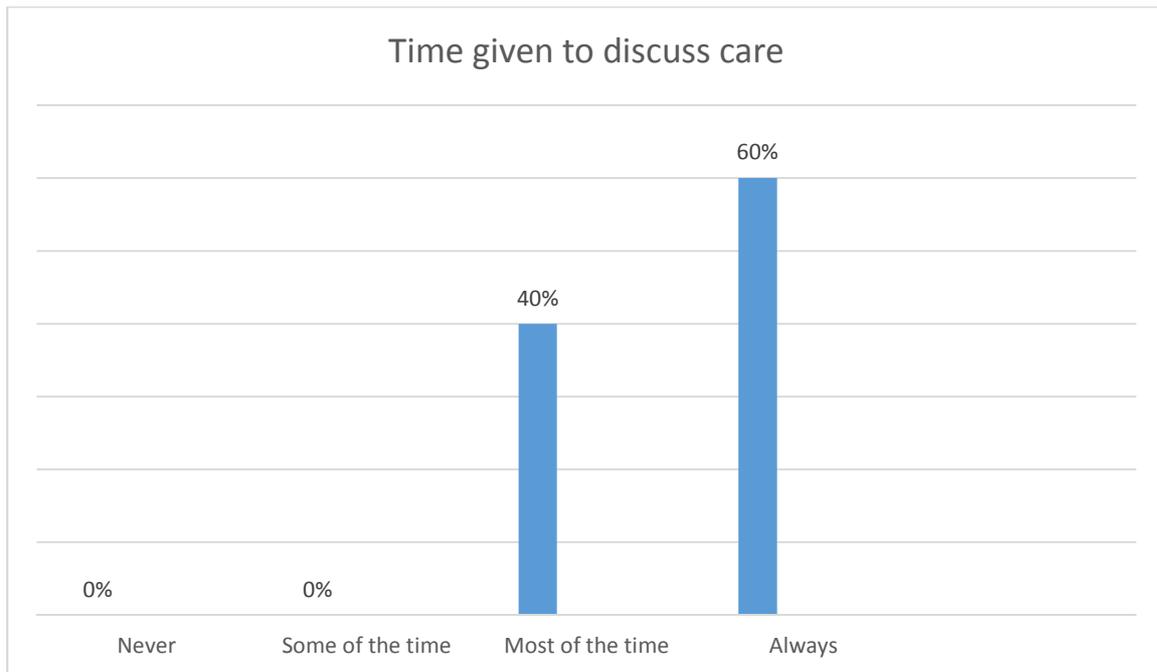
Question 6, the Patients were asked about their understanding and explanations given regarding their treatment (see graph 4).



Question 7, the Patients were asked if they felt that they had been given the opportunities to ask questions (see graph 5)



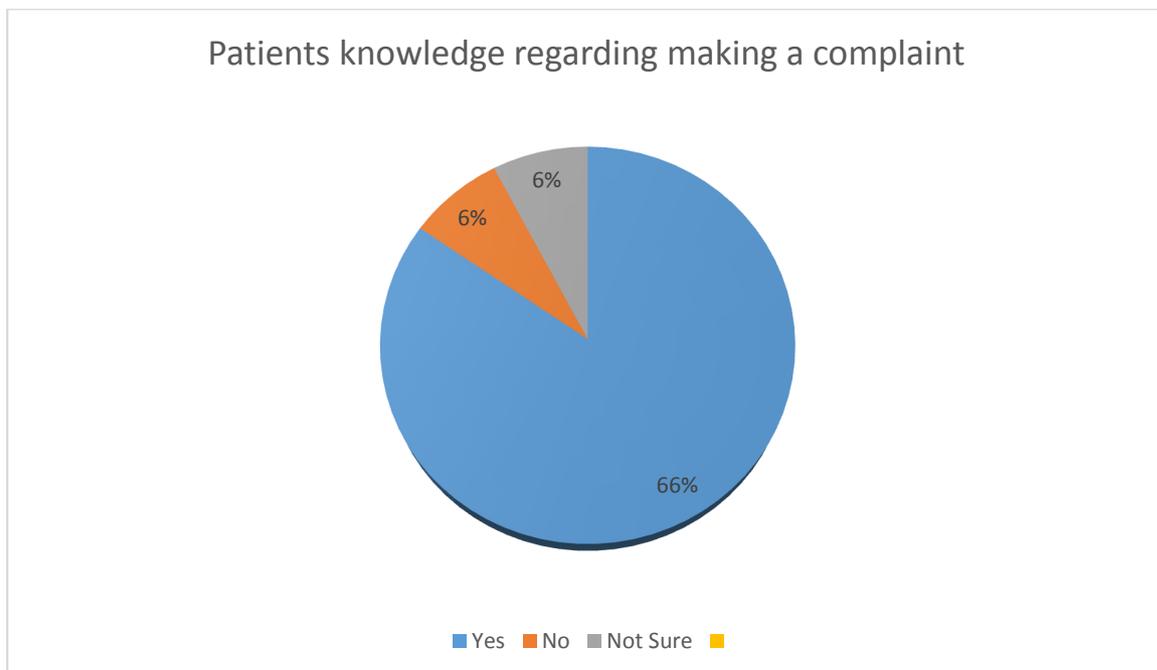
Question 8, the Patients were asked if they felt they had been given enough time to discuss their care, (see graph 6).



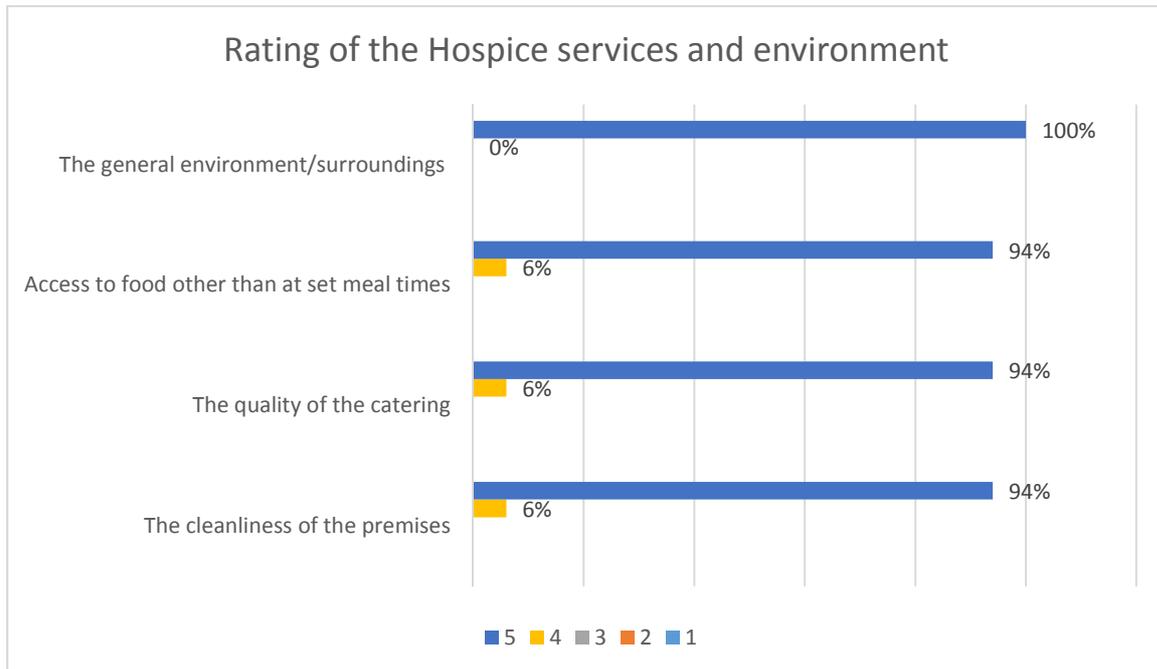
Question 9, the Patients were asked if they felt staff made an effort to meet their individual needs and wishes: 100% stated this was always achieved.

Question 10 & 11, the Patients were asked if they felt they were treated with courtesy, dignity and respect: 100% stated this was always achieved.

Question 12, the Patients were asked if they knew how to make a complaint, (see graph 7).



Question 13, the Patients were asked to rate the following hospice services and the environment from 1 to 5; 1 being poor and 5 being excellent (see graph 8)



Question 14, this question was split into two different areas: a) The Patients understanding of the resuscitation policy and whether this had been discussed with them. b) The patients understanding of the question.

All patients stated that the resuscitation policy had been discussed with them and that they fully understood the question that had been asked.

Question 15, this question was split into two sections: a) Were they shown how to call for assistance, all 15 stated **yes**.

The Patients were then asked if they felt their request for assistance was dealt with satisfactorily, **70%** indicated **always** and **30%** indicated most the time.

The Patient’s were asked to make comments or suggestions regarding further developments of the hospice services. The majority left this section blank or stated no but the four following comments were made:

Comments
It should maybe be made clear to all service users that the hospice is not NHS funded so that people are more aware of the vital work of the volunteers and the fundraising team and how vital their services are.
The care and general services were second to none. However we had some dissatisfaction with some medical decisions.
I would like to see everything written down for me, since my illness I cannot remember anything I think this would be a great help to people like myself, so that I may explain myself to my relatives.
We as a family had nothing but praise for the care of our loved one at the hospice.

Question 17, the Patients were invited to make comments about the style of the questionnaire.

The two comments below were made:

<u>Comments</u>
It is a tick box exercise.
This questionnaire was filled in by the patient's husband.

The results of the Family and Friends Test

Family and Friends test, this ask:

'How likely are you to recommend our service to Family and Friends if they needed similar care or treatment? There were **seven** returned who all stated that this was **extremely likely**.

The Results of the question of the week

Week one question: 'Did you feel that staff listen to you and gave you time to communicate effectively?' Three people responded and made the following comments:

<u>Comments</u>
I think everyone at Wakefield Hospice are wonderful and the care that is given is of outstanding quality and this is invaluable to patients and carers when going through a really hard time.
From initially entering Wakefield Hospice we were struck by the empathy and understanding for not just the patient but all of us. From every aspect of care from Dr, nurses, catering or facilities, everyone had been friendly, professional and taken time to explain and most of all listen. Exceptional services from exceptional people. Truly Angels of Mercy.
Staff understand my personality and will have a joke. It's nice to be looked after.

Week two question: 'If you require assistance did you feel that staff responded in a timely manner?' Three people responded with the following comments:

<u>Comments</u>
Gardens are great love 'the den' in the garden. A spinning coin collection in the reception would be good. Food is good and dad can choose what food he wants whenever he wants! The hospice looks friendlier than the hospital, better for families. (Transcript by a hospice member of staff for a 7 year old).
If you could do a small cafe for visitors that would be great. The food for patients is excellent.

Week three question: 'Did you find Wakefield hospice to be clean?' two patients responded and said yes.

<u>Comments</u>

I think the hospice is extremely clean and each area you go into is faultless, I am very impressed with the cleanliness of it.

Week four question: 'Did staff explain to you what they were doing and use words that you could understand?'

One questionnaire was returned with the following:

Comments

The staff have always included us as a family and have explained everything they were doing regarding my dad's treatment. We feel that staff at the hospice have done a fantastic job, thank you.

Week five question: 'Do you feel that staff ensure you were involved in all decisions about your/ your loved one's care?'

Unfortunately, there was no response to this question.

Discussion/recommendations

Since the last audit the number of returned questionnaires has increased from **14%** of the total number of discharges to **55%**. The introduction of the ballot boxes and the patient / carer's question of the week has resulted in a small increase in the qualitative data evidencing the patients and carers experience. This increase could be further enhanced through:

- The positioning of the ballot boxes
- Getting volunteers involved in assisting patients who are bedbound, to complete the questionnaire if they wish.
- To look at holding 'on the day event', were a group of hospice volunteers could ask each person that visits the hospice what kind of experience they had.
- To work closely with the hospice User Group to look at further questions that may be asked.
- To update the discharge questionnaire for patients, so that also includes the views of the carers.
- To consider the comment made regarding giving the option of giving patients written information.
- To consider further 'questions of the week'.
- Tea and coffee making will shortly be available for families in the hospice's new family room.
- A new patient information leaflet is being developed, explaining the Hospices non NHS states.
- Staff have developed a document called 'about me', which will assist families when sharing information about their loved ones.

Action Plan:

The audit results will be shared the service governance meeting and also discussed with the senior management team.