



Woodlands Hospice

Patient & Family Satisfaction Survey

2017/18

OBJECTIVE

At Woodlands Hospice, service improvement is a continuous and vital aspect of providing the best care our patients can possibly receive. Feedback from those who use our services allows an insight and understanding of our current services, and how they may be improved in the future. The Hospice collects these views in many ways including:

- 🌳 Reviewing every 'comment, compliment and complaint' we receive and treating all complaints as learning and improvement opportunities.
- 🌳 Running a rolling schedule of 'Trustee Visits', enabling each of our Trustees to talk individually with patients and their families about the standards of care they've received and their overall experience of the Hospice.
- 🌳 Using the collective expertise of Woodlands 'Patient & Family Forum' to review, debate and advise on service development.

Alongside these rolling activities the Hospice conducts an annual 'Patient & Family Satisfaction Survey', sent out every April, to patients (or next of kin) who used any Hospice service in the previous year. (A copy of the survey is attached as Appendix A.)

METHOD

In April 2018 a questionnaire (Appendix A) was posted out to the following groups of people:

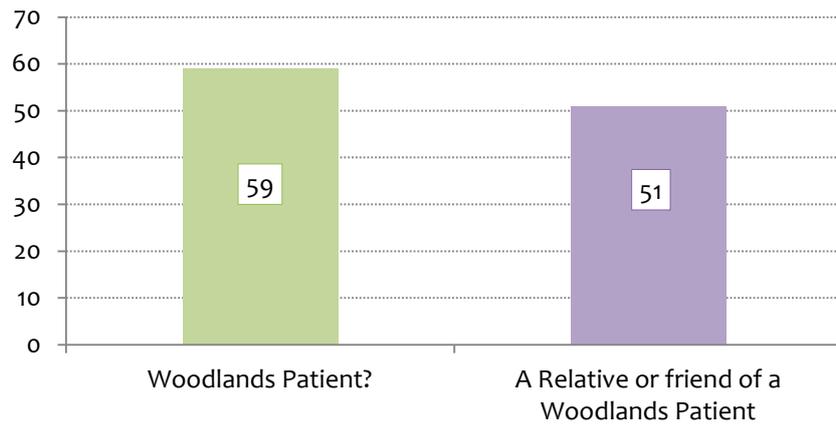
- 🌳 All patients who accessed any Woodlands Services between 1st April 2017 and 31st March 2018 (Excluding any considered too poorly to receive a questionnaire).
- 🌳 Next of Kin of deceased patients who accessed any Woodlands Service between 1st April 2017 and 31st December 2017.

Two hundred and ninety eight (298) surveys were distributed in total. A pre-paid response envelope was included with all questionnaires. Respondents had the opportunity to complete their survey via the telephone if preferred.

RESPONSE & RESULTS

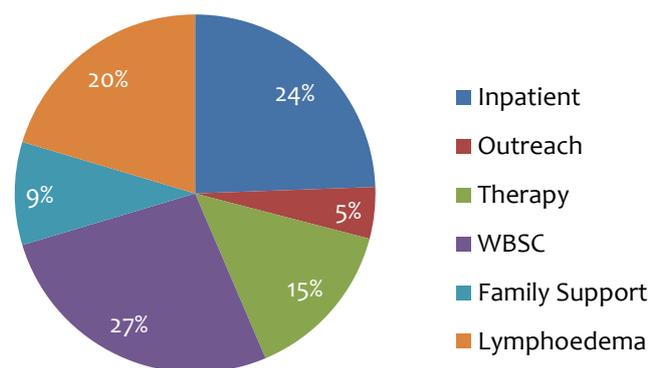
A total of 110 surveys were completed and returned. 109 of these were returned using the pre-paid envelope and 1 response was taken over the telephone. This is a 37% response, which is higher than the previous year.

Q1) Are you a Woodlands Patient or a Relative/Friend of a Woodlands Patient?



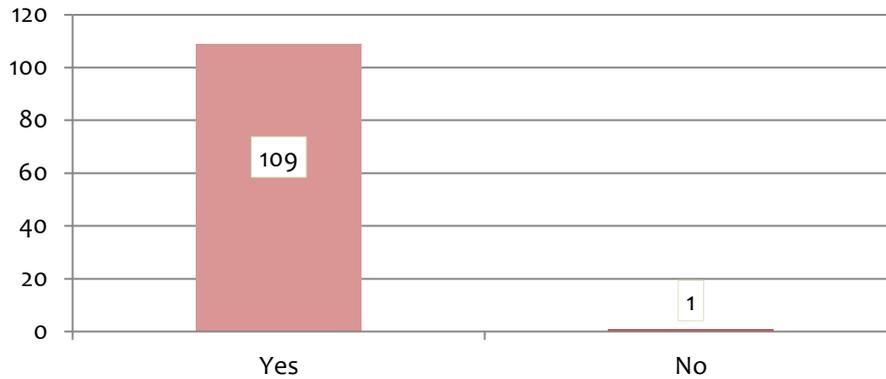
The survey saw that 53.6% of the survey response was from previous or current Woodlands Patients and 46.36% of the responses were from a Relative or friend of a Woodlands Patient.

Q2) Which Woodlands Service did you, or your relative/friend use?



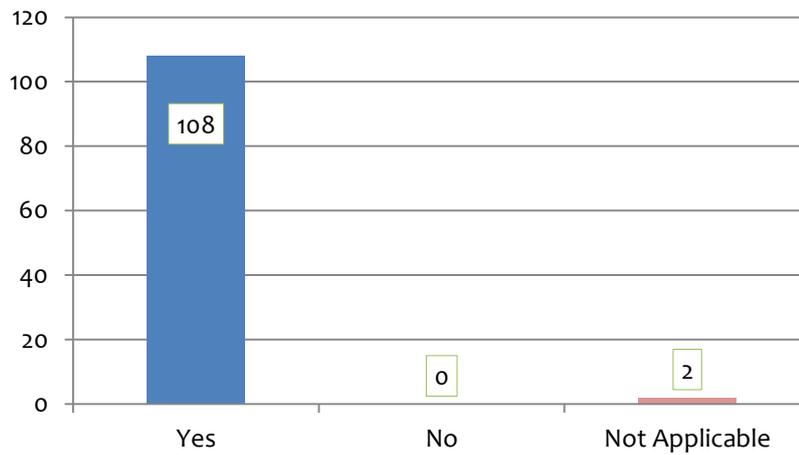
Responses from the survey showed a majority responding from the Wellbeing & Support Centre. Out of 110 responses, 41 had ticked multiple services used; showing 37.3% of respondents accessed multiple services in the Hospice.

Q3) When you (or your friend/relative) first met a member of the Woodlands team did they introduce themselves to you by name?



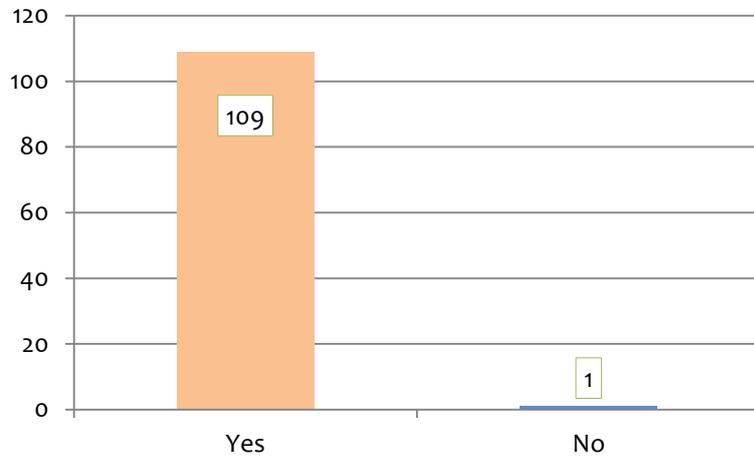
*Out of 110 responses, only one response indicated that a member of the Woodlands team did not introduce themselves by name.
One respondent wrote; 'I was given a friendly welcome'*

Q4) Did you feel that Woodlands provided a safe environment for you (or your friend/relative)?



This shows that 98% of the respondents felt Woodlands provided a safe environment, with two people ticking that this question was not applicable to their experience with the Hospice. One person had commented 'I was able to relax knowing he (respondent's husband) was safe.'

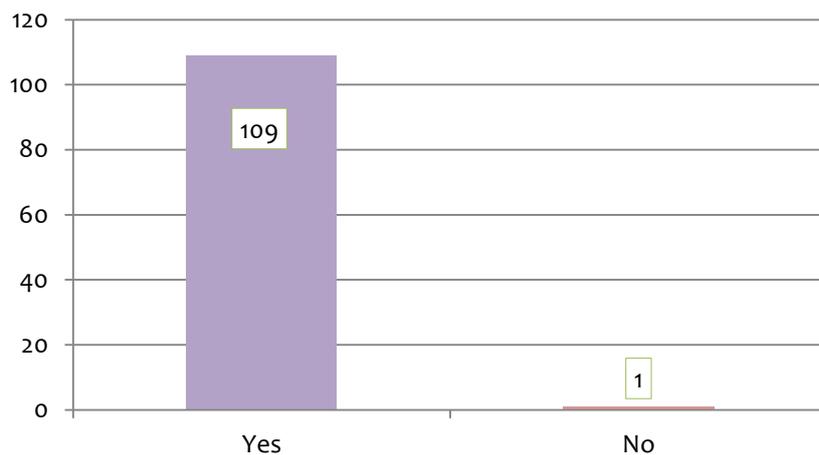
Q5) Did you feel that staff showed respect for your (or your friend/relative's) personal views, values and beliefs?



99% of the responses indicated that Woodlands Hospice showed respect for them or their friend/relative.

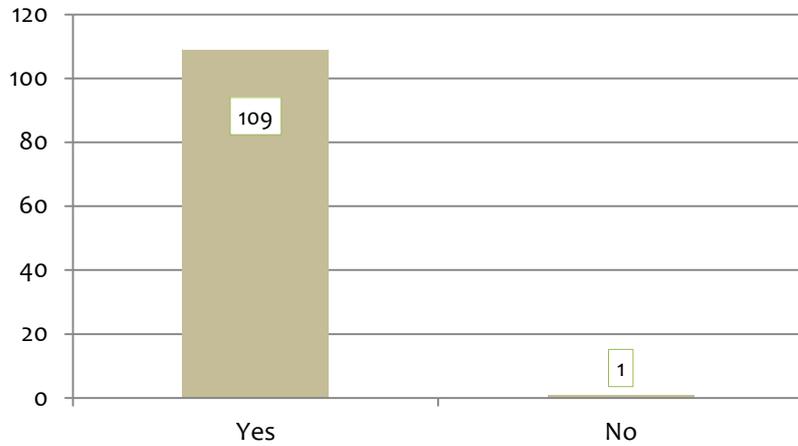
One supporting comment to this question was; 'Could not do enough for you, very good.'

Q6) Did you feel that your (or your friend/relative's) privacy and dignity needs were met?



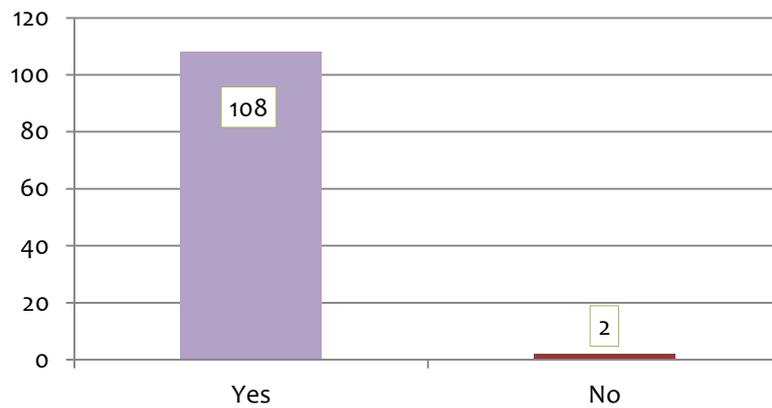
Out of 110 responses, 109 (99%) felt that their (or their friend/relative's) privacy and dignity needs were met.

Q7) Were you (or your friend/relative) able to talk about the things that mattered the most to you?



Like the previous two questions, this shows 99% of respondents felt able to talk about the things that mattered most to them (or their friend/relative).

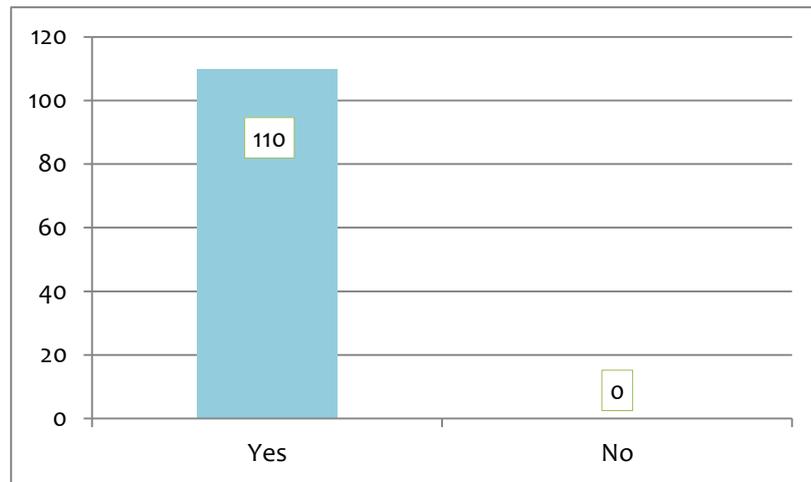
Q8) Did you feel you (or your friend/relative) were involved in decisions about your care?



This shows that 98% of respondents felt they (or their relative/friend) were involved in decisions about their care. One respondent commented 'they were involved' and felt this was 'very important'.

One person commented that they felt they wanted to be more involved.

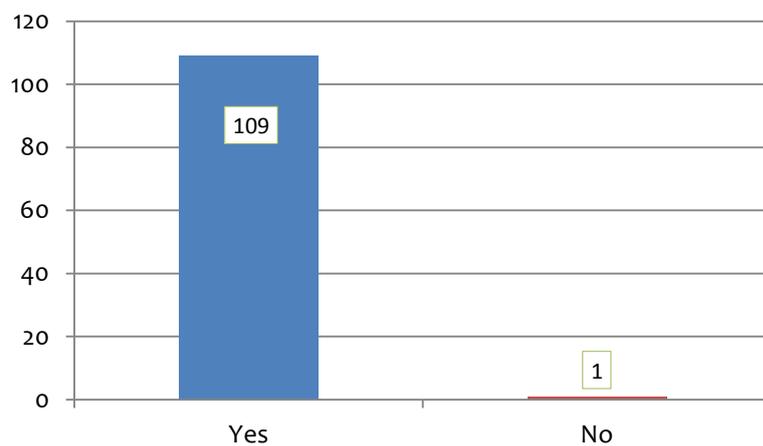
Q9) Were you (or your friend/relative) given the opportunity to ask questions?



100% of respondents said that they (or their friend or relative) were given the opportunity to ask questions.

One person responded that they felt that they 'could ask about anything'

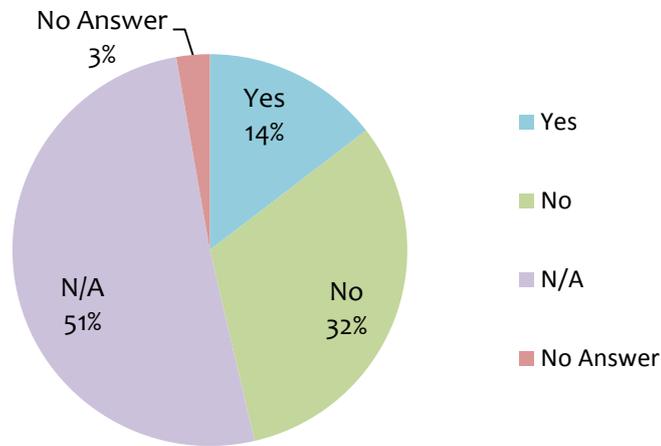
Q10) Do you feel that your (or your friend/relative's) needs were met?



99% of respondents said they felt like their (or their family relative's) needs were met, one respondent marked no, but gave no elaboration.

One person commented that they 'could not ask for more', another commented; 'yes – all the time'.

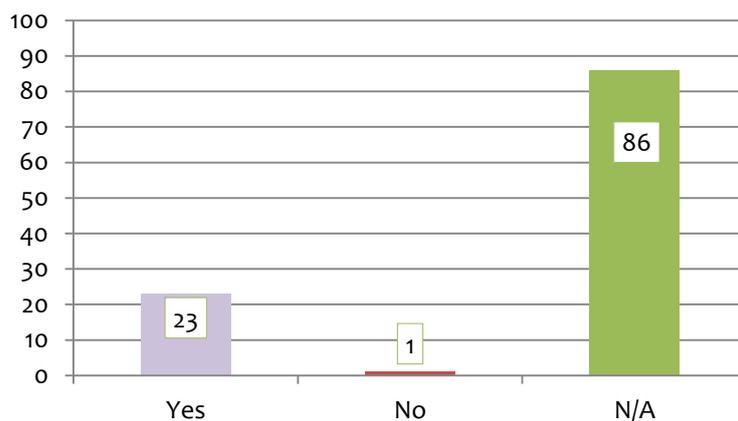
Q11) If you (or your friend/relative) have used Woodlands Hospice services on more than one occasion in the last twelve months, were you asked to repeat your personal information more than once?



The response to this question was mixed, as it was last year. The response ‘Not applicable’ is, again, the most common response. Three people did not answer this question and two of those commented that they ‘couldn’t remember’ and were ‘unsure’.

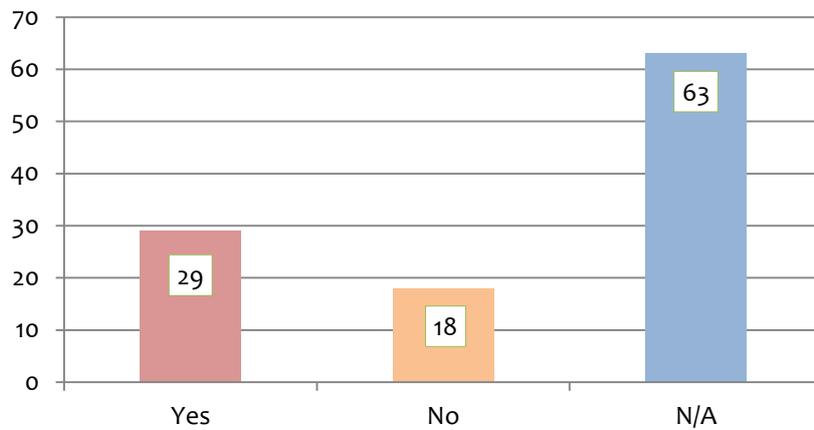
Q12) If you (or your friend/relative) were an inpatient at Woodlands,

a) Did you feel you were fully involved in planning your discharge?



78% of the respondents felt that this was not applicable to them. One comment included in response to this question was “They were so good with everything, would have been lost without the staff.”

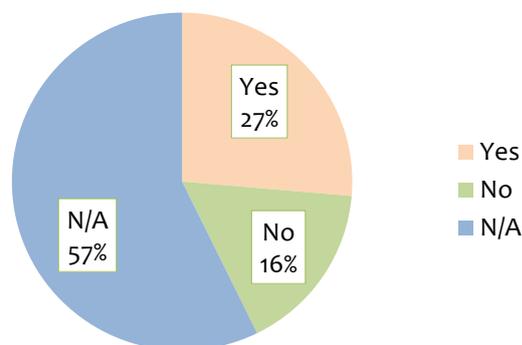
b) Did those discharge arrangements meet your needs?



26.3% of the respondents felt that discharge did meet their needs, which is a slight increase from last year's survey results. One respondent commented that "everything was in place to allow me to go home".

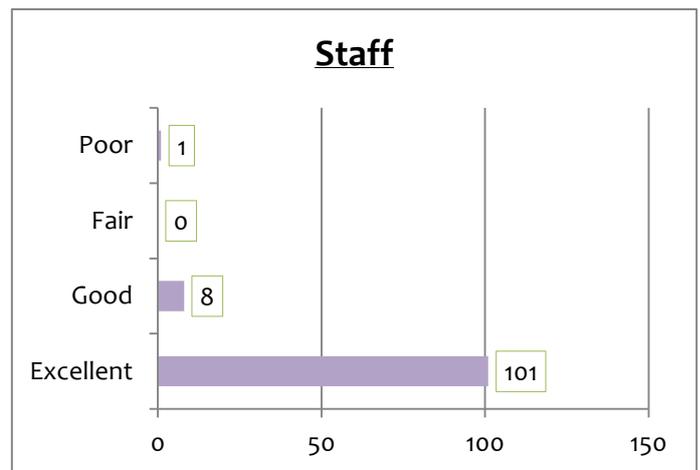
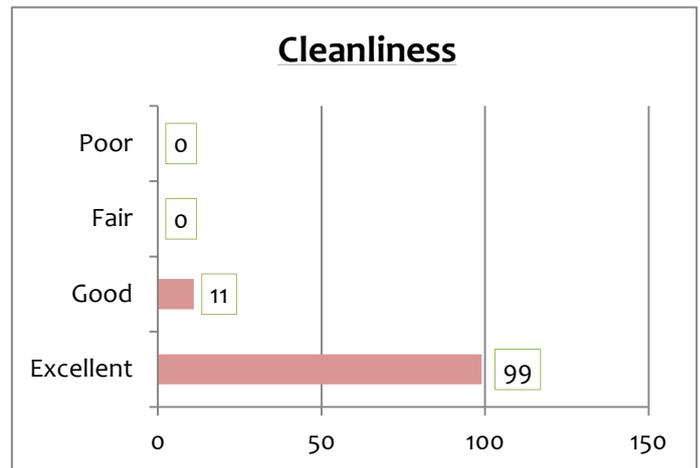
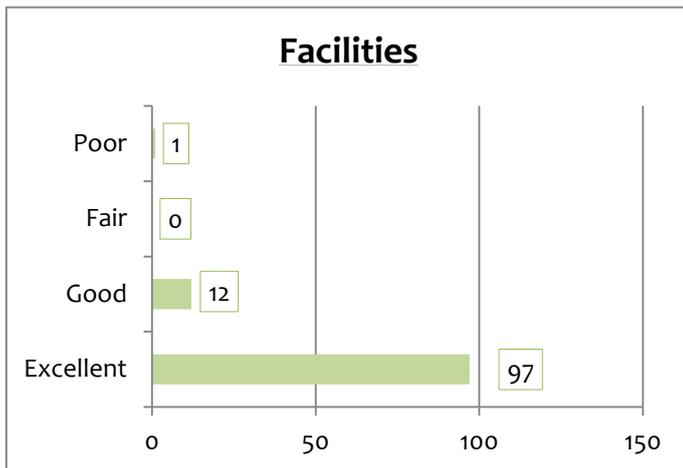
16.3 % of respondents however, felt that the discharge arrangements did not meet their needs. This is a 17% increase from the previous year's result; one comment was "waited several hours for medication to be arranged at discharge."

Q13) Do you believe that you (or your friend/relative) would have required a hospital admission if you had not attended Woodlands Hospice?



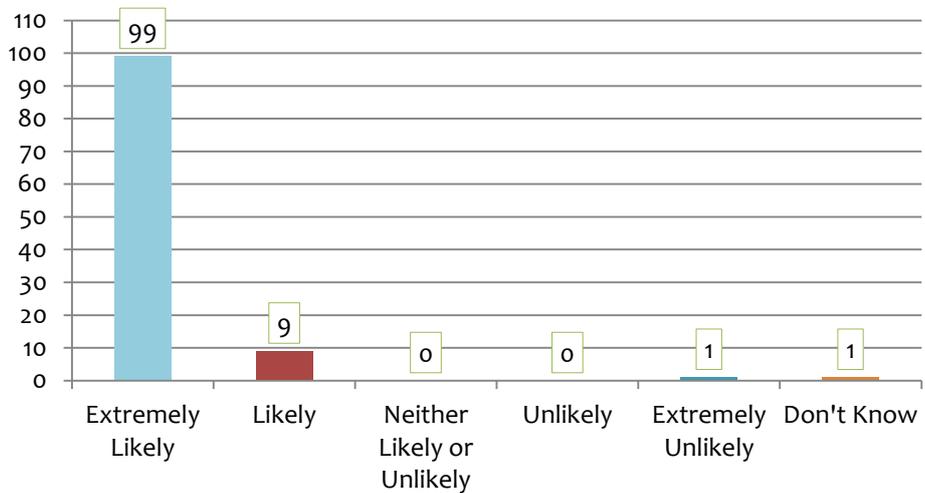
Of the respondents who felt this question was applicable to them (47) 61.7% of these felt that they would have required a hospital admission if they did not attend Woodlands Hospice. One person commented "The pain was too much for me to manage, I had spoken to a Dr not connected to Woodlands, and nothing. Thank God for the Woodlands Dr who listened to me."

Q14) If you have attended Woodlands, how would you rate the following?



As with the previous year, lots of positive results were received in response to this question. Comments written about each separate area are included in the free text overview at the end of this report.

Q15) How likely are you to recommend Woodlands to friends and family if they need similar care or treatment to you (or your friend/family)?



Out of 110 respondents, 108 of those (98%) had noted that they would be either extremely likely or likely to recommend Woodlands to friends and family if they need similar care or treatment to themselves (or their friend/family).

Q16) What do you think we could do to further improve our services?

The response to this question was highly complimentary as it has been in the past surveys conducted. 54 out of 110 responded to this question with either compliments such as “there is nothing to improve you all are so good in the work all of you do.” or those suggesting some possible improvements such as “Café to be open earlier/later”. More responses to this question will be included in the breakdown of the free text responses in the next section.



POSITIVE FEEDBACK

“I think your Hospice is doing an excellent job. I can’t think of anything to improve the service.”

“The staff were extremely professional but also friendly.”

“Just carry on what you’re as doing.”

“Absolutely amazing place with amazing staff. Thank you so much for all your help and support.”

“Woodlands is fantastic.”

“The treatment and care my husband and daughter received could not have been of a higher standard. It made both their passing more peaceful, so my most grateful thanks.”

“Very good service, thank you.”

“The services provided are top of the scale, 5 star and more. Thank you to everyone.”

“Don’t think you could do any better than you do now, everything and everyone are excellent.”

“So far the lymphoedema clinic has dealt with my needs very efficiently.”

“Hopefully you will be an example that others will follow.”

“I couldn’t fault the care and attention that was given to my husband from the time he went in and until his death. There is nothing you can improve on, you’re all so dedicated.”

“I cannot thank the staff and volunteers enough for the care that my late father received and the aftercare shown to myself and my family.”

“Ann enjoyed the head to toe massage.”

“You would not find nicer staff.”

“My son’s treatment could not have been better.”

“From the moment my husband was admitted we were both treated with such kindness and love. I am so comforted that he could pass away so peacefully after such fantastic care.”

COMMENTS FOR IMPROVEMENT

“If possible, get inpatients to socialise more and get involved in outpatient activities if capable.”

“Let families know when they feel that their loved ones are going to pass away soon.”

“Waited 5 hours for death certificate and left alone in day room.”

“Sometimes difficult to get past reception to reach the member of staff you require. Need to return phone call as requested.”

“Rooms very good but needs painting in places due to wear and tear.”

“I think there should be more activities for the people who come once or twice a week to the Hospice.”

“Café open earlier and till later please!”

“Check relatives contact details on admission, mobile number on Sigma was out of date and I Couldn’t be contacted at home.”

“The building was much noisier than we expected. Windows and doors opened because of the nice weather but the doors slamming all the time. Trolleys for nursing staff need rubber wheels as they create a lot of noise.”

“Perhaps have someone occasionally to come and talk to the Support Group about topics such as benefit entitlements etc. That may be of interest to the group.”

“I strongly believe as a cancer survivor that the lymphoedema clinic should be at breast clinic or radiotherapy department.”

“I waited several hours for medication to be arranged, even though it was all there.”

“The café closed too early, especially on Sundays”

CONCLUSION & RECOMMENDATIONS

Responses to this survey were generally excellent and extremely complimentary about the experiences with Woodlands Hospice. There were lots of positive feedback and some great suggestions for improvements. This survey allows the Hospice to identify any area or service that impact on the quality of care for a patient (or their friend/relative).

Improvement actions:

- Consider the noise levels on the inpatient unit as also mentioned from last year's survey.
- Review discharge procedures to ensure everything possible is being done to meet patients' needs.
- Review the painting maintenance of the inpatient unit i.e. painting the patient rooms
- Consider the way in which we operate support groups and activities; look at the activities offered offer to those Wellbeing & Support Centre patients who attend the hospice two or three times a week.
- Continue to promote the Hospice to attract funding and support to allow an extension of services.

RELATED REGULATIONS

Care Quality Commission (CQC) Regulation 17: Good Governance



CareQuality
Commission

Health and Social Care Act 2008 (Regulated Activities)
Regulations 2017: Regulation 17

“As part of their governance, providers must seek and act on feedback from people using the service, those acting on their behalf, staff and other stakeholders, so that they can continually evaluate the service and drive improvement.”

THANK YOU

The Hospice Board and Management Team would like to express their thanks to the patients, family and friends who responded to this survey. Your feedback is very important to us and helps us to continually develop our services for the people we care for.

Appendix A

Woodlands Hospice: Patient & Family Satisfaction Survey 2017/18

Please help us to continually review and improve our services by completing this questionnaire



1 Are you ...?

A Woodlands Patient A Relative or Friend of a Woodlands Patient

2 Which Woodlands service did you, or your relative/friend use?

(Please tick one or more boxes, as applicable)

Inpatient Outreach Therapy (physio or occupational)

Well-being and Support Centre Bereavement, Family Support or Counselling

Lymphoedema Other::

3 When you (or your friend/relative) first met a member of the Woodlands team, did they introduce themselves to you by name?

Yes No Comments:

4 Did you feel that Woodlands provided a safe environment for you (or your friend/relative)?

Yes No Not applicable Comments:

5 Did you feel that staff showed respect for your (or your friend/relative's) personal views, values and beliefs?

Yes No Comments:

6 Did you feel that your (or your friend/relative's) privacy and dignity needs were met?

Yes No Comments:

7 Were you (or your friend/relative) able to talk about the things that mattered most to you?

Yes No Comments:

8 Did you feel you (or your friend/relative) were involved in decisions about your care?

Yes No Comments:

9 Were you (or your friend/relative) given the opportunity to ask questions?

Yes No Comments:

10 Do you feel that your (or your friend/relative's) needs were met?

Yes No Comments:

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11 If you (or your friend/relative) have used Woodlands Hospice services on more than one occasion in the last twelve months, were you asked to repeat your personal information more than once?

Yes No Not applicable

Comments:

**12 If you (or your friend/relative) were an inpatient at Woodlands,
a) Did you feel you were fully involved in planning your discharge?**

Yes No Not applicable

b) Did those discharge arrangements meet your needs?

Yes No Not applicable

Comments:

13 Do you believe that you (or your friend/relative) would have required a hospital admission if you had not attended Woodlands Hospice?

Yes No Not applicable

Comments:

14 If you have attended Woodlands, how would you rate the following?

Facilities: Excellent Good Fair Poor

Cleanliness: Excellent Good Fair Poor

Food: Excellent Good Fair Poor

Staff: Excellent Good Fair Poor

Comments:

15 How likely are you to recommend Woodlands to friends and family if they need similar care or treatment to you (or your friend/relative)?

Extremely Likely Likely
Neither Likely or Unlikely Unlikely
Extremely Unlikely Don't know

16 What do you think we could do to further improve our services?

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Thank you for taking the time to complete this questionnaire. Please return it in the pre-paid envelope provided. Kieran Foulkes, Woodlands Quality & Improvement Support Officer.