



Woodlands Hospice

Patient & Family Satisfaction Survey

2018/19

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 how our services are currently and how they can be improved in the future. The Hospice collects these views in many ways such as:

- 🌳 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 we conduct an annual 'Patient & Family Satisfaction Survey' sent out every April to those that had used any Hospice service in the previous year. Please find a copy of the survey attached as Appendix A.

METHOD

In June 2019 a questionnaire (Appendix A) was posted out to all patients (or relative/friends of patients) who accessed any Woodlands Services between 1st April 2018 – 31st March 2019, excluding the following groups of people:

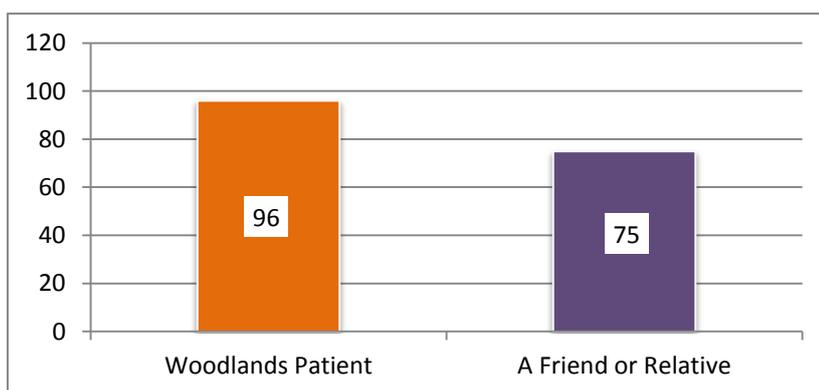
- 🌳 Next of Kin of deceased patients who accessed any Woodlands Service between 1st January 2019 and 31st March 2019.
- 🌳 Next of Kin of deceased patients who accessed Lymphoedema services alone.

Five hundred and seventy one (571) 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

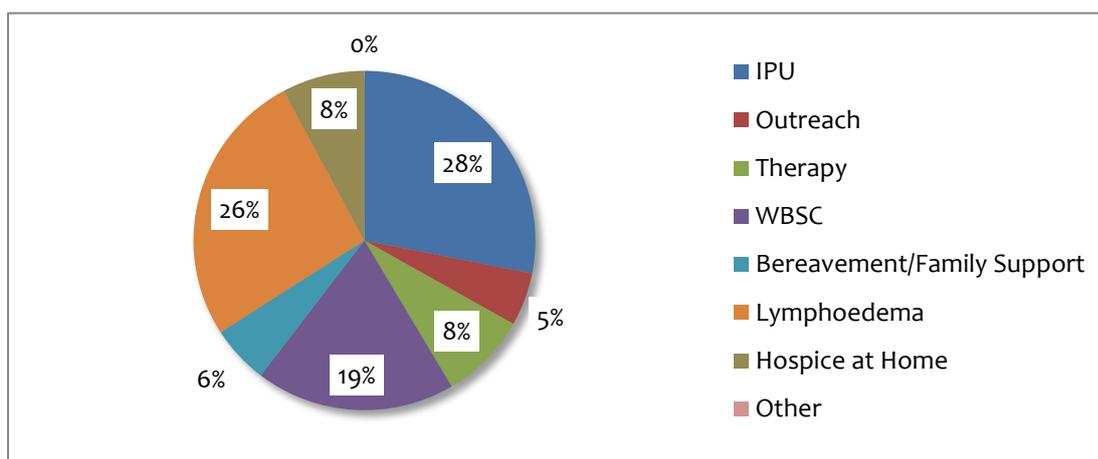
A total of 171 surveys had been completed and returned. 169 of these were returned using the pre-paid envelope and 2 responses were taken over the telephone. This is a 30% response rate, compared to the previous year's 37%, however last year only 298 surveys were distributed with 110 respondents.

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



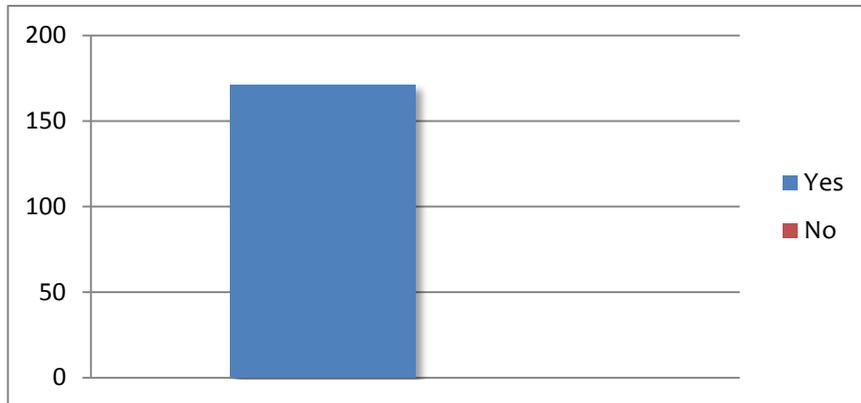
The survey saw that 56% of the survey response was from previous or current Woodlands Patients and 44% of the responses were from a Relative or friend of a Woodlands Patient.

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



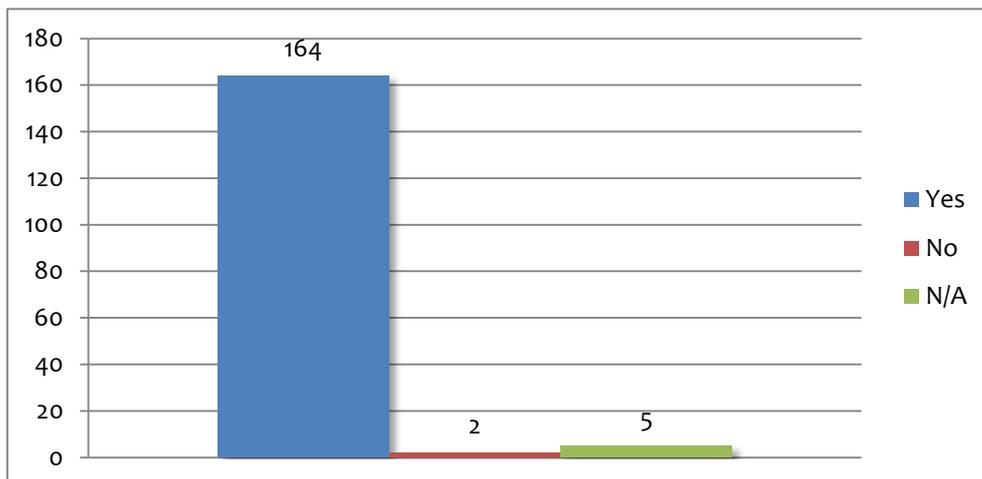
Responses from the survey showed a majority responding from the Inpatient Unit, closely followed by the Lymphoedema service patients, the data spread across services was more varied compared to last years results.

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



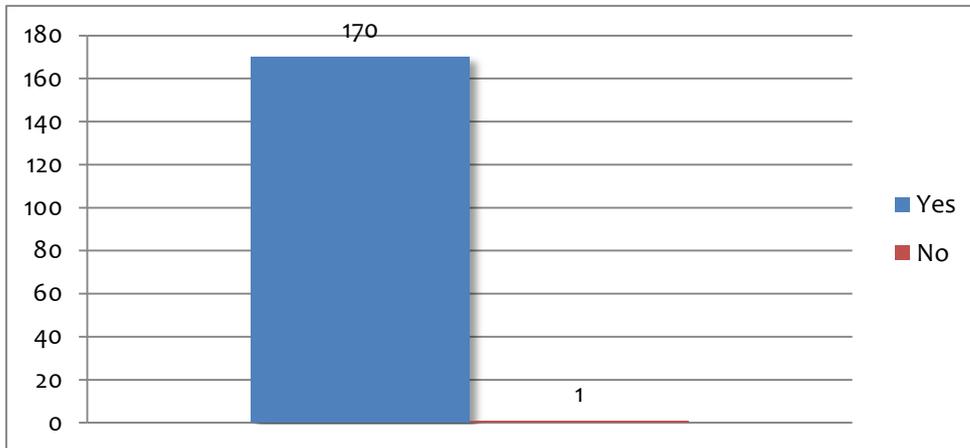
All **171** respondents for this survey said that a member of the Woodlands team introduced themselves by name. One respondent wrote; 'The nurse even introduced herself to my mum in the café'.

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



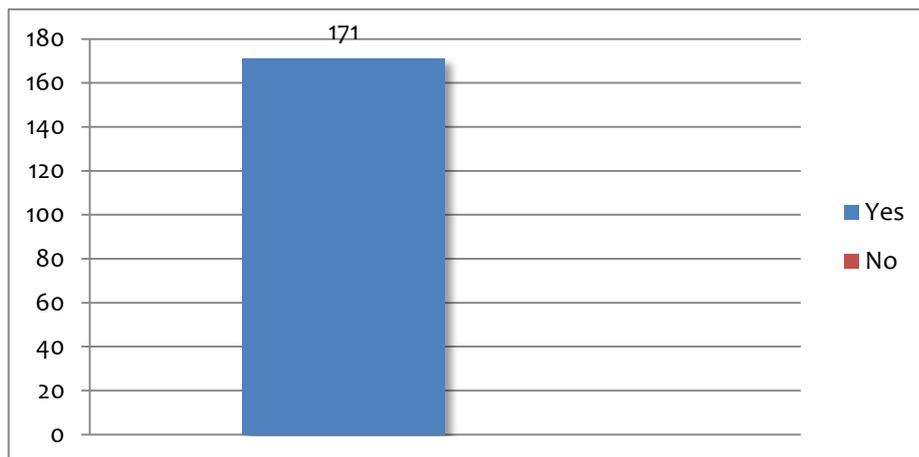
This shows that **96%** of the responses felt that Woodlands provided a safe environment, with five people ticking that this question was not applicable to their experience with the Hospice and 2 people who felt it did not. One person had commented 'very friendly staff, the waiting areas are clean, light and the café is brilliant.'

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



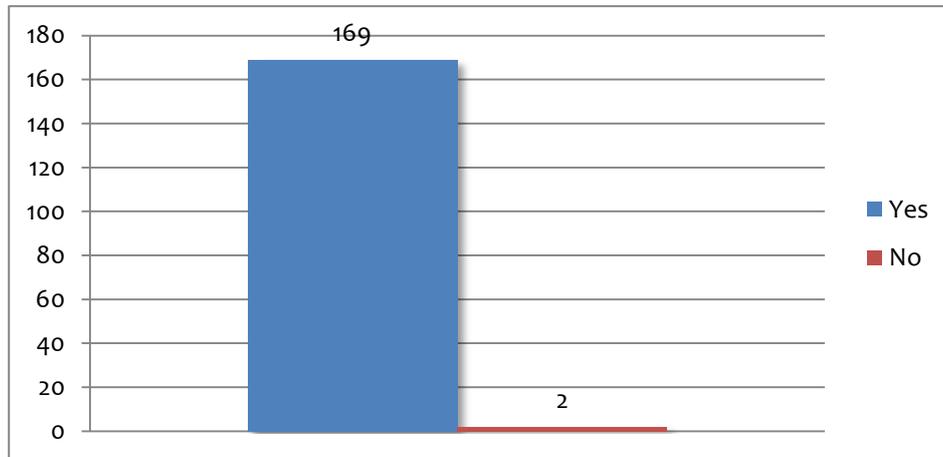
170 out of 171 of the responses indicated that Woodlands Hospice showed respect for them or their friend/relative. One supporting comment to this question was; 'staff were very understanding of our needs.'

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



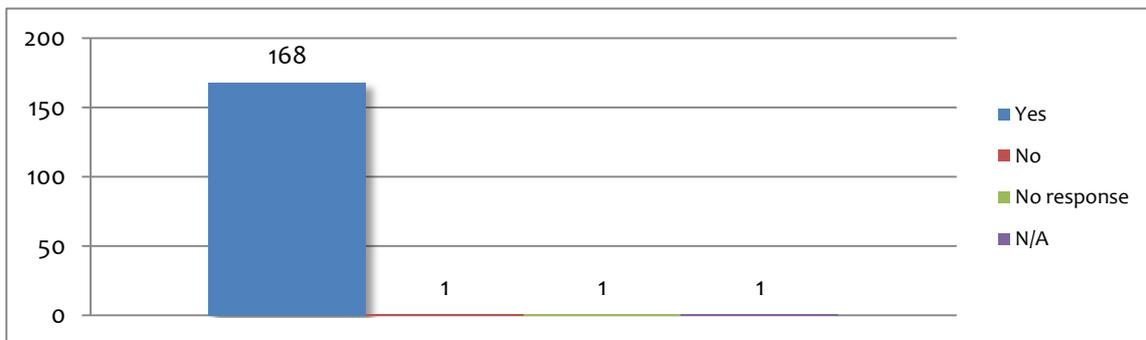
Out of 171 responses, 100% of people felt that their (or their friend/relative's) privacy and dignity needs were met. One respondent had written 'All staff and volunteers respected our loved one's privacy and dignity throughout'.

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



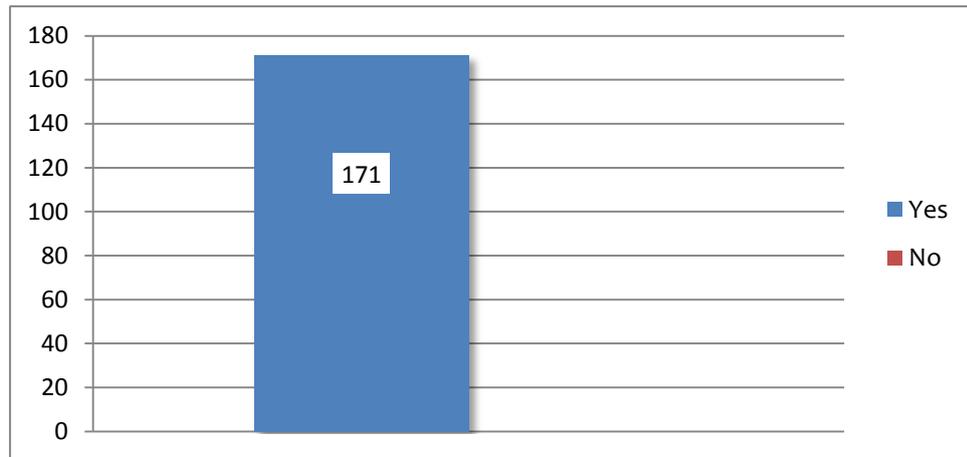
This shows that **99%** of responses felt able to talk about the things that mattered most to them (or their friend/relative). One respondent wrote 'Staff always seemed to have plenty of time to talk to me; I never felt the session was rushed'.

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



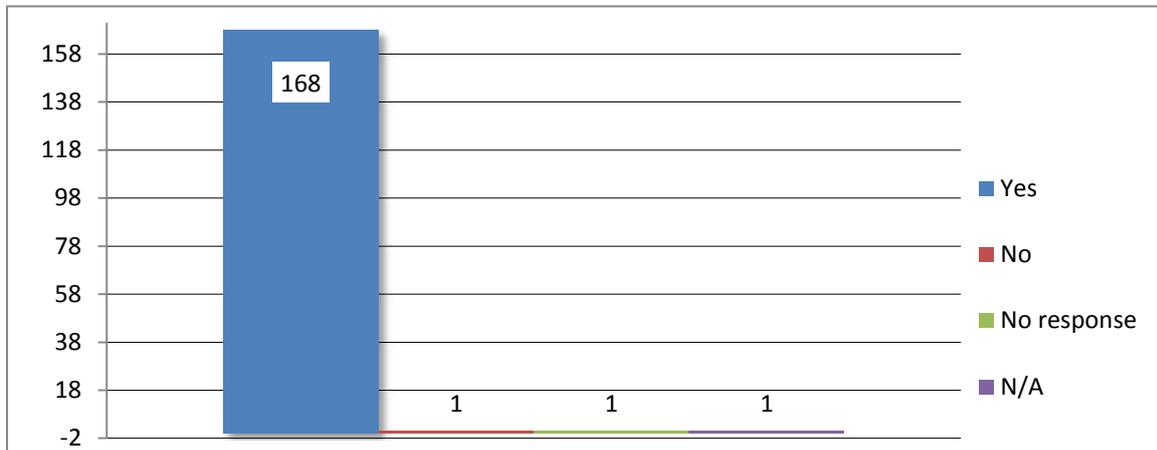
This shows that **98%** of the responses received felt that they (or their relative/friend) were involved in decisions about their care, which is the same result as last year's survey.

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



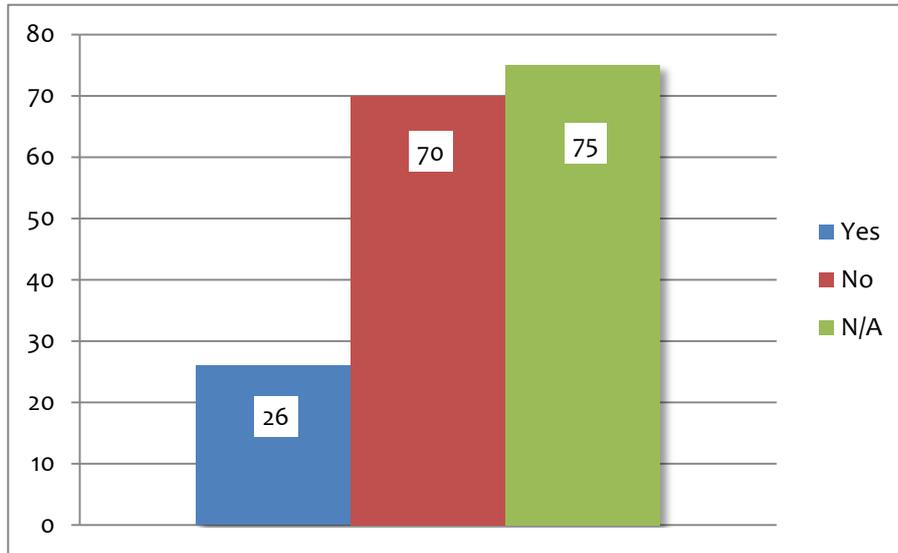
100% of the responses received had responded that they (or their friend or relative) was given the opportunity to ask questions. One person responded that they felt that “I was always reminded I could ask as many questions as I wanted.”

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



98% of responses said that they felt like theirs (or their family relative’s) needs were met. One person commented that they ‘every possible care and attention was provided when I most needed it’

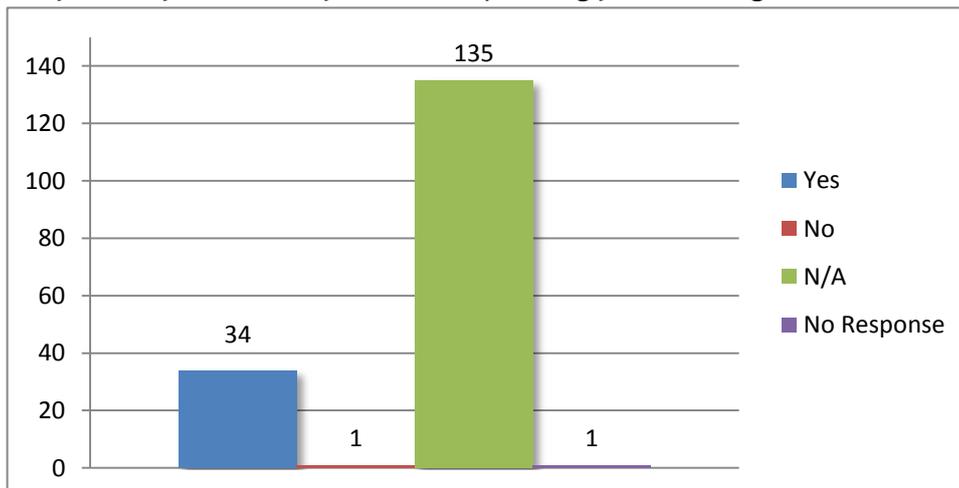
Q11) If you (or your friend/relative) have used Woodlands Hospice services on more than one occasion in the last twelve months, were you asked to repeat your personal information more than once?



The response to this question was mixed, as it was the previous years. The response 'Not applicable' is, again, the most common response, followed by 'No' – one person added 'my file was always updated'.

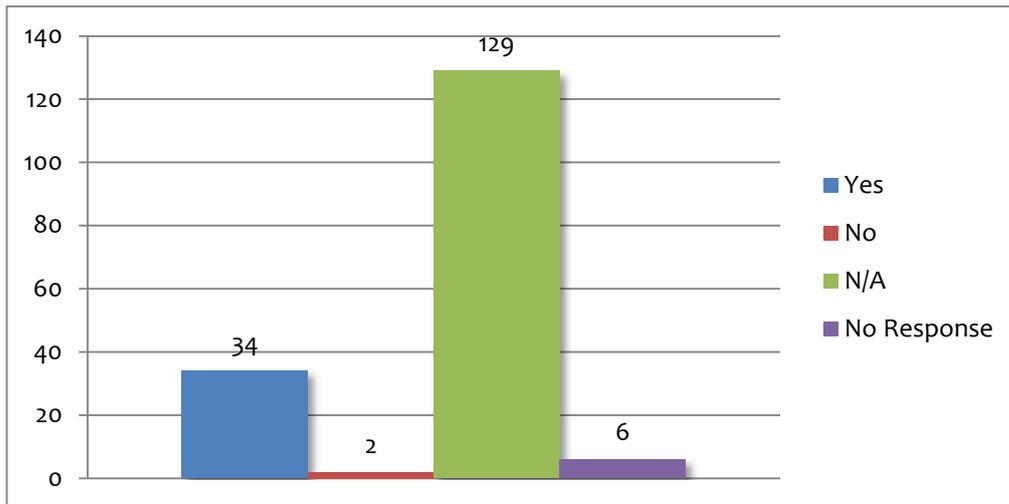
Q12) If you (or your friend/relative) were an inpatient at Woodlands,

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



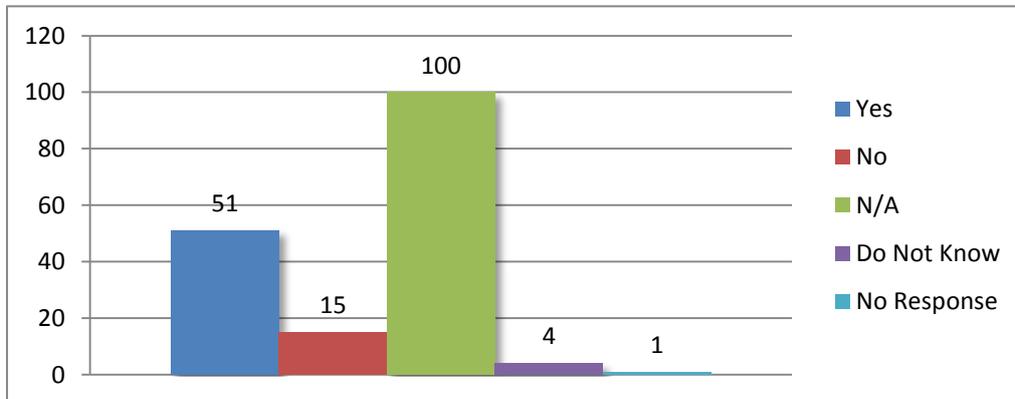
79% of the responses felt that this was not applicable to them, one person had said no but had left no additional comments.

b) Did those discharge arrangements meet your needs?



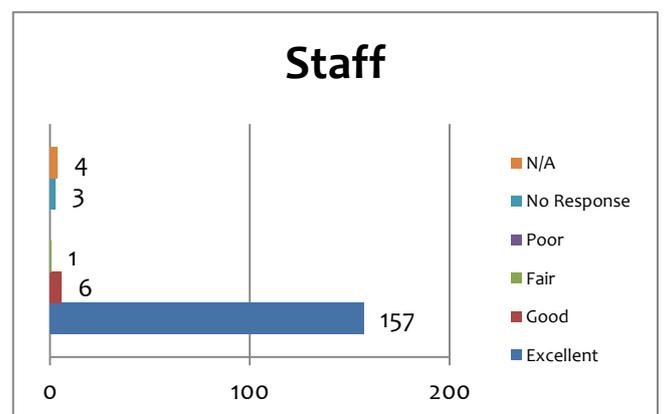
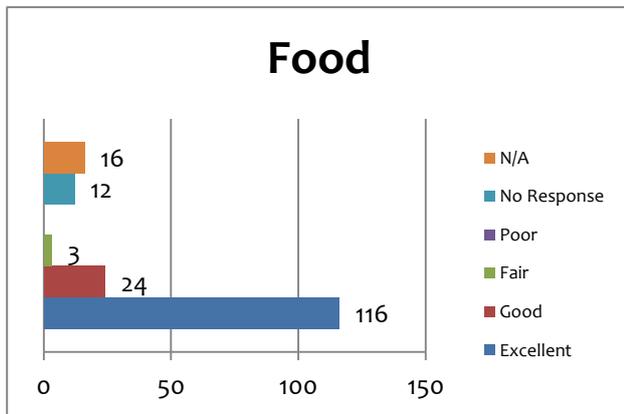
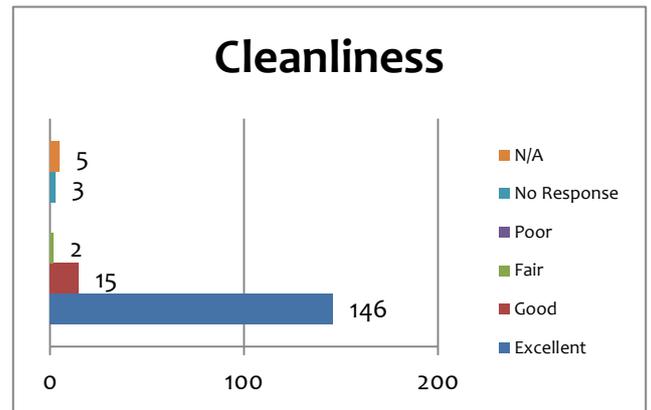
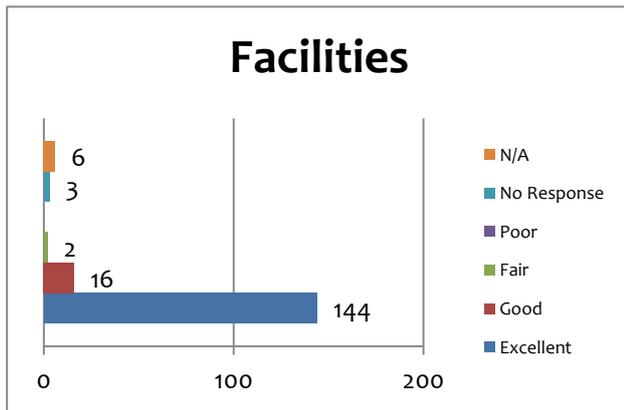
For 129 respondents this was not applicable, 34 people felt that their discharge arrangements met their needs. 2 people had said they felt they did not – one comment received was ‘as my doctor put me into remission, I was told I could not attend my sessions anymore, although I felt that I still needed to’.

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



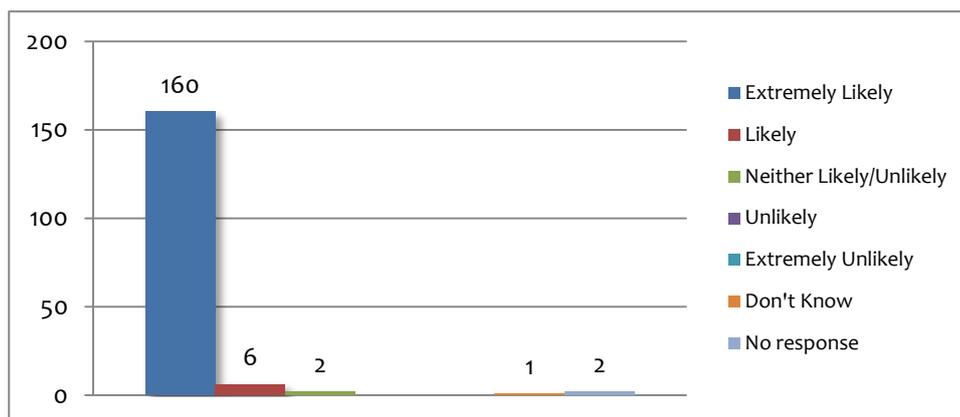
Of the respondents who felt this question was applicable to them 66% felt that they would have required a hospital admission if they did not attend Woodlands Hospice. One person commented “A lot of issues were resolved for my during my appointments.”

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



Lots of positive results from this question, similarly to previous year's results. Some of the comments written about these separate areas will be included in the free text overview at the end of the 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 171 respondents, 166 of those (97%) 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).

POSITIVE FEEDBACK

“I think all of your services are excellent and are very well thought out over many years of experience.”

“I have nothing but praise for Woodlands; its staff and the actual buildings/facilities are just what you’d expect from a Hospice.”

“Hospice at Home has been a great help to my husband and me, all the ladies are so lovely and friendly and caring, I can’t praise them enough.”

“Couldn’t have done more for my Dad – Lovely, lovely people. In my experience, you’re doing it right.”

“Very helpful and supportive”

“Everything was perfect.”

“All of the staff made me feel more welcome and relaxed, they made me feel normal.”

“Supported our family, great staff and great care was given to us all.”

“Woodlands is such a wonderful place to come to, everyone is so friendly.”

“I could not have had better care for my Mum in the last days of her life, every member of staff and volunteers are angels.”

“Every member of staff showed respect, a credit to themselves and to Woodlands.”

“Pain was managed as effectively as possible.”

“A great facility overall, we are lucky to have this in our city.”



COMMENTS FOR IMPROVEMENT

“Maybe you could extend things in the gym, more activities.”

“Sometimes the patient-led therapy groups could be managed better.”

“Although we received excellent care from Woodlands staff I think an emergency bed should be available at short notice.”

“The nurse in charge should be able to access certain medications more quickly.”

“I thought the room my mother occupied was far too small.”

“Our wishes were not always taken into account”

“Café open earlier and till later”

“I feel that the chairs in the café are too low. I struggle to get up off them”

“Keep up with promises to call me when they said they would”

“I would like the option of Infra-red treatment at my clinic appointment”

“Offer more than 6 sessions per patient for complimentary therapy.”

“There was a loud metal bin in the room, every time it was used it would slam shut”

“Give people a chance to talk about their condition during their therapy sessions, people need to talk and to be understood, it helps people mentally to know someone is listening.”

“Communication between the reception staff and when someone has passed away on the ward could be improved.”



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 reviewing the way patient-led groups are managed.
- Review the appropriateness of chairs in the communal areas of the Hospice.
- Consider the way in which the reception volunteers and the Inpatient unit communicate when a patient has passed away on the ward.
- Continue to assess the noise of equipment on the ward.
- Ensure that all staff understand the importance of listening to patient's journeys to promote mental wellbeing.

RELATED REGULATIONS

Care Quality Commission (CQC) Regulation 17: Good Governance



Care Quality
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.

Woodlands Hospice: Patient & Family Satisfaction Survey 2018/19

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 Hospice at Home 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:

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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