



# St Helena Hospice

Registered charity number 280919

## 2008 Patient Survey Results

# Colchester Day Services

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Date: 25 July 2008

Version: Final 1.1

## Introduction

The 2008 survey was carried out from 14 April until 29 June 2008. Last year's survey was conducted over a much shorter period and involved significant hands-on involvement by the Partnership Group members. It was subsequently agreed that this approach could have the effect of some patients feeling pressured to complete the survey form as quickly as possible. A different approach was taken this year with patients given the opportunity to take the forms away to complete at home over a longer period of time. Envelopes were provided to ensure that the forms were treated confidentially. The result of this change is that the quality of the responses has improved, reflecting the lack of any perceived time limit to complete, but the percentage of forms returned is lower (30 were distributed), presumably because patients forgot to complete and return them.

Although the form is similar to last year's, some of the questions have been changed for 2008 in order to improve their clarity and avoid confusion as to the information required. These amendments have been generally successful.

The following results are an exact summary of patients' views on each question. Additional comments are shown in "*quotation marks and italics*". Any explanatory comments from the author are clearly differentiated as 'Notes'.

The Partnership Group would like to thank the Colchester Day Services team for their help with this survey.

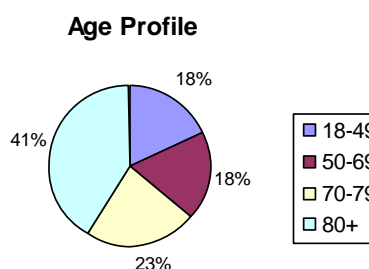
## Results

### Q1 About you:

Of the 22 respondents, 4 were male, 15 female and 3 did not complete this question.

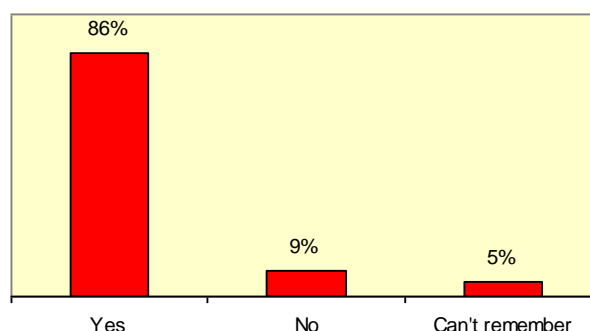
The Age Profile of the sample was

18-49	4 (18%)
50-69	4 (18%)
70-79	5 (23%)
80+	9 (41%)



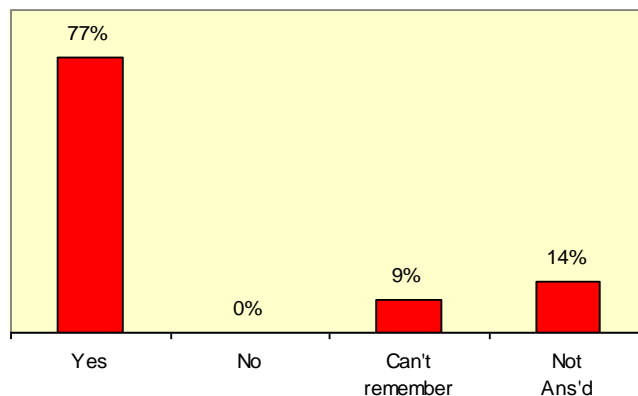
### Q2 Before or during your time in Day Services at Colchester, were you aware of a booklet called the Patient Information Pack?

Yes	19 (86%)
No	2 ( 9%)
Can't remember	1 ( 5%)



**Q3 If you looked at the booklet, was it helpful?**

Yes	17 (77%)
No	0
Can't remember	2 ( 9%)
Not Ans'd	3 (14%)



**Comments:**

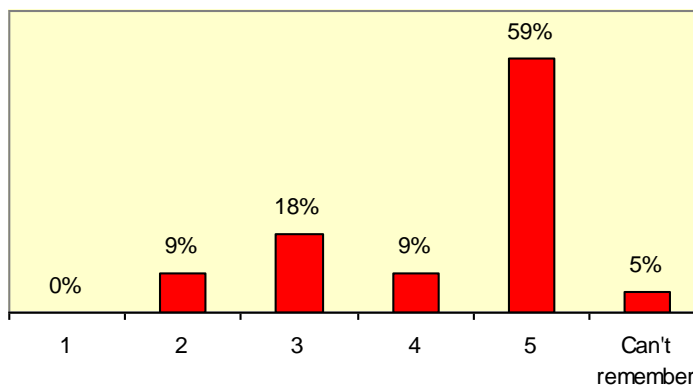
- "Did not look at it"*
- "I have the book to refer to."*
- "I read some of the booklet."*
- "I should like to read it again to refresh my memory."*

**Any suggestions for other information that would be useful?:**

- "Perhaps placing emphasis on liaison carried out with various other health, social and other agencies would be of further help to attendees."*
- "Big print."*
- "Inform us how long we can visit Day Centre (rumours of 8 week maximum for patients)."*

**Q4 How did you feel at the end of your first visit to the Centre? (1 = more anxious than before, 5 = less anxious than before).**

1	0
2	2 ( 9%)
3	4 (18%)
4	2 ( 9%)
5	13 (59%)
Can't Remember	1 ( 5%)



**Comments:**

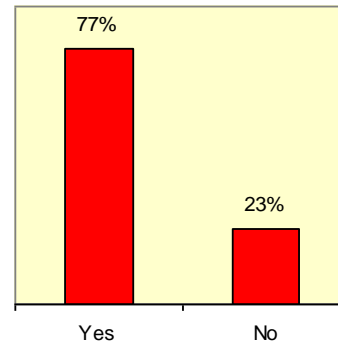
- "I was treated very well."*
- "I was not anxious."*
- "Everyone was extremely friendly although I was anxious prior to my first visit."*
- "Everyone at the centre made me feel welcome and relaxed."*

**Q5 Was there anything we could have done to reduce your anxiety?**

There were no suggestions about what could have been done to reduce a new patient's anxiety; even those who scored the previous question as a 2 or 3 answered this question with a "No" or "Not really". One responder, who scored the previous question as 3, commented that they were not anxious to start with.

**Q6 Have you used the transport organised by the hospice?**

Yes 17 (77%)  
 No 5 (23%)



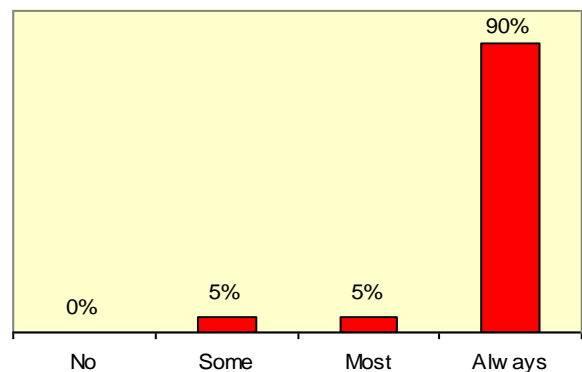
**Comments:**

- “Drivers very kind and helpful.”*
- “Excellent/Very good.” (x 5)*
- “It is a very good service.”*
- “Very good dedicated team of drivers and very well organised.”*
- “Respect for those who offer this service.”*
- “It is excellent and the drivers are helpful and friendly.”*
- “Efficient, well mannered drivers.”*
- “Always on time. Very pleasant drivers – very helpful.”*
- “I have been offered transport from the hospice anytime. I feel they do a great job.”*
- “They are friendly and talkative. I have two male drivers who are really nice.”*

**Q7 When attending the Centre:**

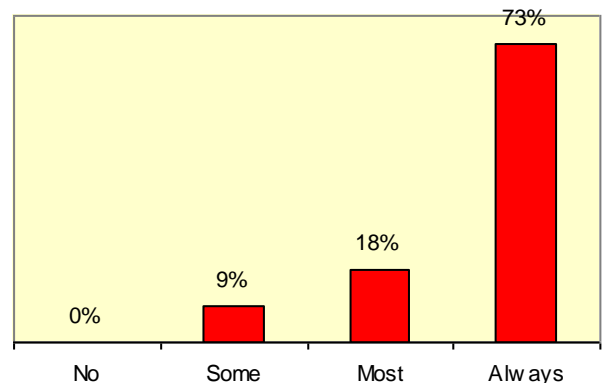
**7a Do the staff introduce themselves when they meet you for the first time?**

No 0  
 Some of the time 1 ( 5%)  
 Most of the time 1 ( 5%)  
 Always 20 (90%)



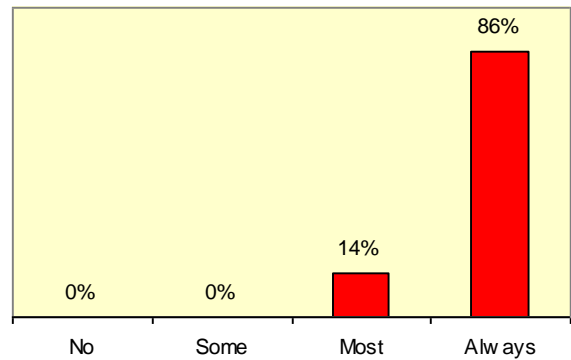
**7b Do the staff explain what they are doing?**

No 0  
 Some of the time 2 ( 9%)  
 Most of the time 4 (18%)  
 Always 16 (73%)



**Q8 Overall, do you have confidence in the staff who are caring for you?**

No	0
Some of the time	0
Most of the time	3 (14%)
Always	19 (86%)



**Comments:**

*“Staff very friendly.”*

*“They are all wonderful.”*

*“The staff are always kind and helpful.”*

*“How ever busy they are they always have time to discuss any problems.”*

*“The staff are first class and always helpful.”*

*“The staff are very caring.”*

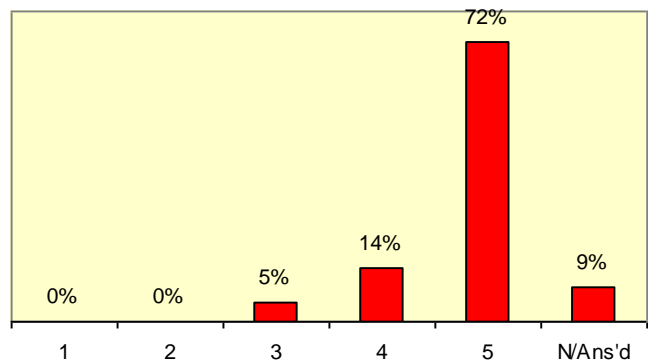
*“The staff are well mannered, polite, every way a professional. Inspire confidence in everything. These are the only people I will listen to and take advice from professionally.”*

*“Yes, they are always on hand if you have problems. They make you feel that it’s very easy to talk to them.”*

*“The staff are fantastic and do a fantastic job.”*

**Q9a Did you feel you were involved in planning your care? (1 = not involved, 5 = fully involved).**

1	0
2	0
3	1 ( 5%)
4	3 (14%)
5	16 (72%)
Not Ans’d	2 ( 9%)

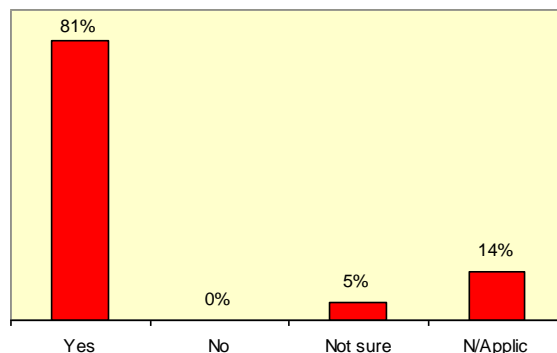


(Note: 1 respondent did not tick any of the boxes but wrote “No” by this question. There was no comment or suggestion about how she could have been more involved. A second respondent just commented “Sort of. Not just about the hospice the entire cancer thing, because I’m not very good at coming forward.”)

There were no comments on how patients could be more involved.

**Q9b Do you feel you are fully supported in any decisions you have to make?**

Yes 18 (81%)  
 No 0  
 Not sure 1 ( 5%)  
 Not had to make any 3 (14%)



**Q10a Activities patients have taken advantage of while attending the Centre.**

Activity	Participants	Marks out of 10
Bath	1	7 x 1
Bingo	2	8 x 1; 7 x 1
Board games	4	10 x 2; 8 x 1; 6 x 1
Card making	4	10 x 1; 8 x 2
Chiropody	9	10 x 3; 9 x 3; 8 x 2; 1 x 1
Fatigue management	5	10 x 1; 9 x 2; 7 x 1
Gardening	7	10 x 5; 9 x 2
Hairdressing	9	10 x 3; 9 x 3; 8 x 2; 7 x 1
Jacuzzi	1	
Lunching	20	10 x 13; 9 x 3; 8 x 3; 7 x 1
Manicure	12	10 x 8; 9 x 2
Massage	15	10 x 6; 9 x 3; 8 x 2; 6 x 1
Music for leisure	6	10 x 2; 9 x 1; 8 x 1; 6 x 1
Playing cards		
Reflexology	5	10 x 3; 9 x 1
Shiatsu	1	10 x 1
Surfing the internet		
Trips out	4	10 x 1; 8 x 1; 6 x 1
Talking	14	10 x 8; 9 x 2; 8 x 3
Xmas party	7	10 x 1; 9 x 2; 8 x 2
Other: Cooking	1	10 x 1
Holy Communion	1	10 x 1

**Q10b Any improvements to existing activities/therapies or any additional ones requested**

*“Not really, toe cutting is helpful. Just had hand and arm massage.”*

*“Some sort of Keep Fit”*

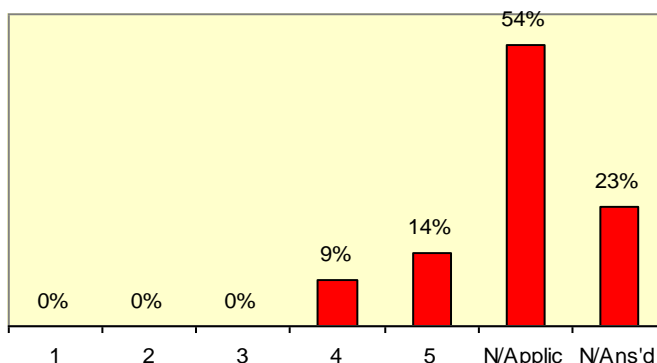
*“Jewellery making using semi-precious stones”*

*“I would like to see a day out and I’d also like to be around for the Xmas Party as I’m sure that would be a whole lot of fun.”*

*“I think more trips out, maybe coach trips or going out to theatre or lunch would be great.”*

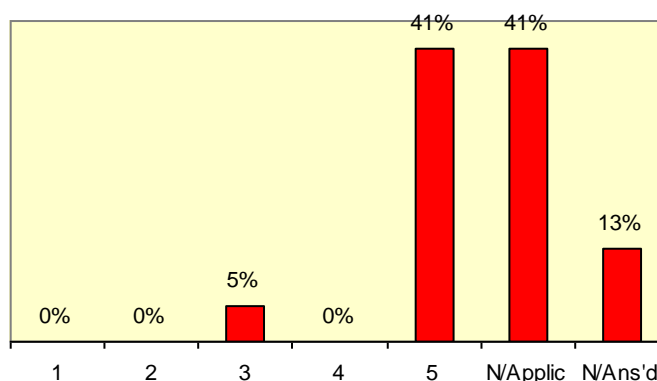
**Q11a How supported did you feel when a group member had been discharged? (1 = unsupported, 5 = fully supported)**

1	0
2	0
3	0
4	2 ( 9%)
5	3 (14%)
Not Applic	12 (54%)
Not Ans'd	5 (23%)



**Q11b How supported did you feel when a group member had died? (1 = unsupported, 5 = fully supported)**

1	0
2	0
3	1 ( 5%)
4	0
5	9 (41%)
Not Applic	9 (41%)
Not Ans'd	3 (13%)

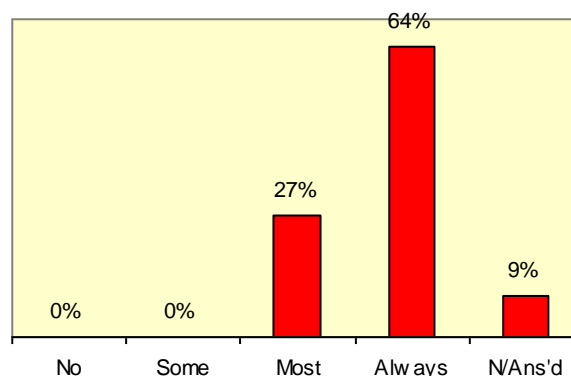


Comments:

*“I’d be upset about both the above issues because I feel as if there is a bond between us all.”*

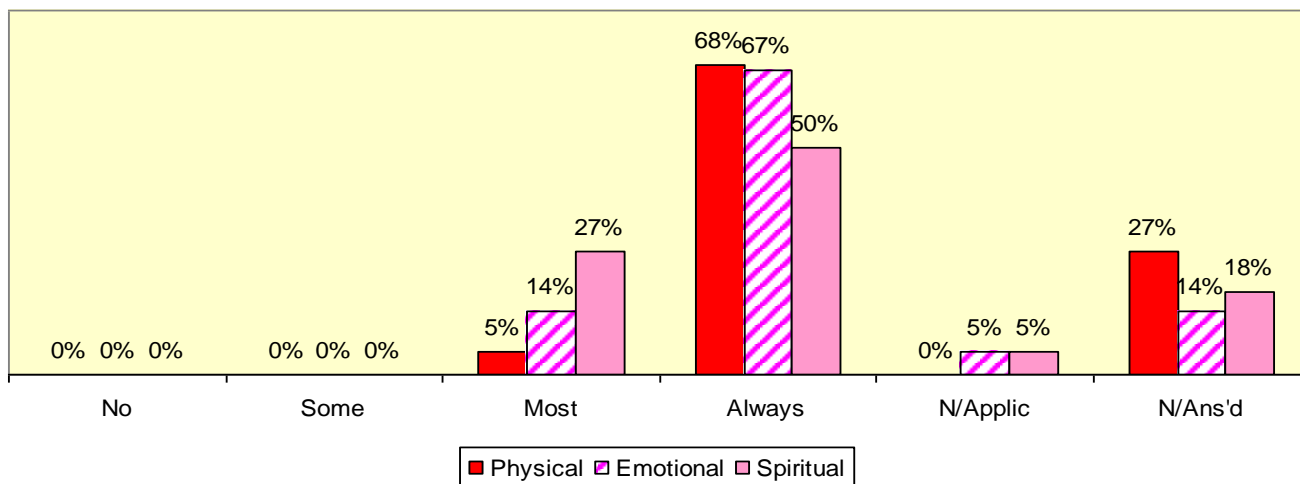
**Q12 Have you had the opportunity to ask questions whenever you wanted to?**

No	0
Some of the time	0
Most of the time	6 (27%)
Always	14 (64%)
Not Ans'd	2 ( 9%)



**Q13 Do you feel the staff make an effort to meet your individual physical, emotional and spiritual needs and wishes?**

	Physical	Emotional	Spiritual
Never	0	0	0
Some of the time	0	0	0
Most of the time	1 ( 5%)	3 (14%)	6 (27%)
Always	15 (68%)	15 (67%)	11 (50%)
Not Applic	0	1 ( 5%)	1 ( 5%)
Not Ans'd	6 (27%)	3 (14%)	4 (18%)



**Comments:**

*“The help you need is always there no matter what your problem.”*

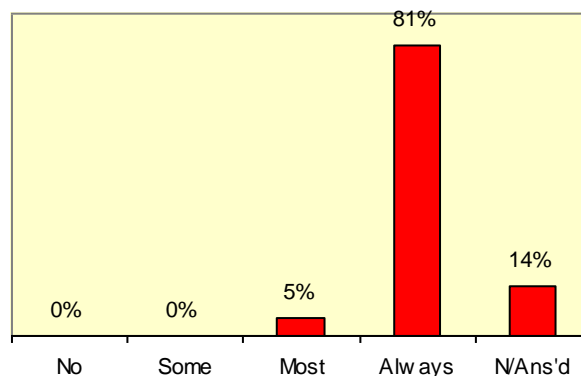
*“The staff are excellent.”*

*“Staff have been helpful.”*

*“Yes, the people at the hospice I find a lovely group of people. I am able to talk to any of the ladies.”*

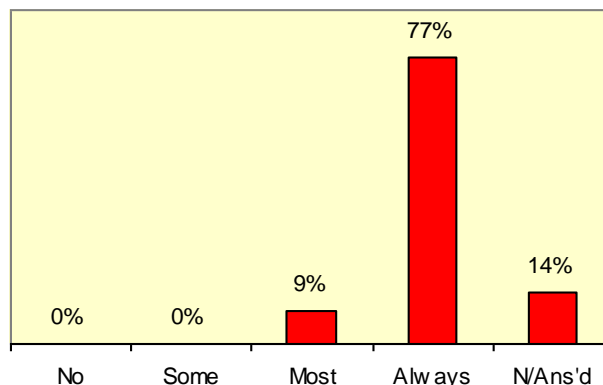
**Q14 Do you feel you are treated with respect?**

No	0
Some of the time	0
Most of the time	1 ( 5%)
Always	18 (81%)
Not Ans'd	3 (14%)



**Q15 Do you feel your privacy is respected?** (for example, when being examined or during discussions with staff)

No	0
Some of the time	0
Most of the time	2 ( 9%)
Always	17 (77%)
Not Ans'd	3 (14%)



**Q16 Has spending time with other patients been beneficial for you?**

Comments:

“Yes” x 11

*“Definitely given the friendship, help and support you need from a fellow sufferer.”*

*Yes, communication is important and is encouraged particularly when one is feeling a bit low in spirit.”*

*“Yes, friendly atmosphere and taking with people who also suffer was very good.”*

*“Have realised how fortunate we are with our condition (meaning myself)”*

*“Yes, very useful to be with others in same position.”*

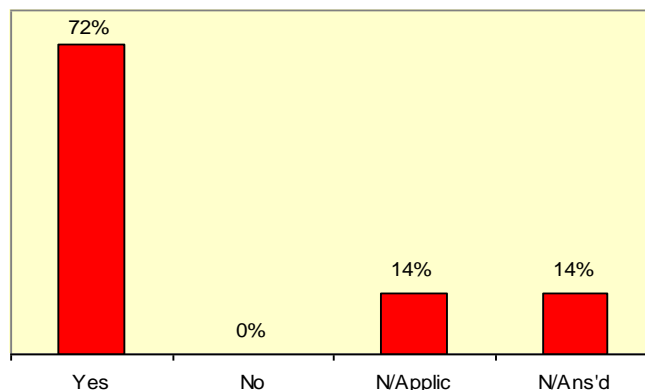
*“Yes, I’m not afraid of Cancer any more, the ladies that come to the hospice always include you with the conversation. Even when they are poorly they don’t sit moaning. I think they are all so brave.”*

*“The hospice and other patients have been of great benefit to me. I don’t feel alone as they offer great support for each other.”*

*“Yes I can relax, feel comfortable, able to open up. If I didn’t go to the hospice I would just be a recluse. The hospice makes me feel welcome.”*

**Q17 Do you think your attendance at the Centre has been of benefit to your family/carer?**

Yes	16 (72%)
No	0
Not Applic	3 (14%)
Not Ans'd	3 (14%)



Comments:

*“To see me relaxed, happy and enjoying myself helps my carers to forget for a while. Plus it gives them time to relax and focus on themselves.”*

*“My carer has been able to continue with his voluntary work and other interests without worrying about me.”*

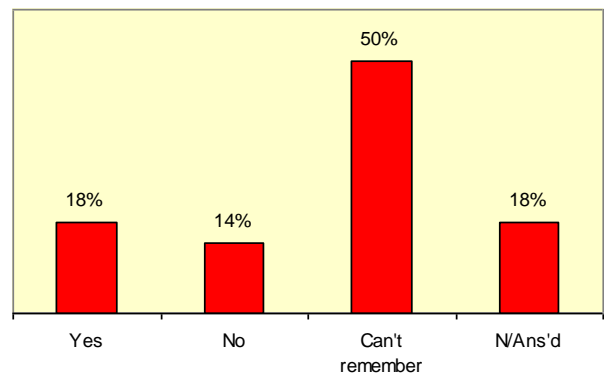
*“Mainly respite, though brief, for my wife.”*

*“My husband attends a carers group and has put his name forward for the cookery course.”*

*“I am a single mum with no family nearby so I see my friends (other patients) and staff as my family. Don’t know what I would do without the care and support of the hospice.”*

**Q18 Were you told how to make a complaint if you needed to?**

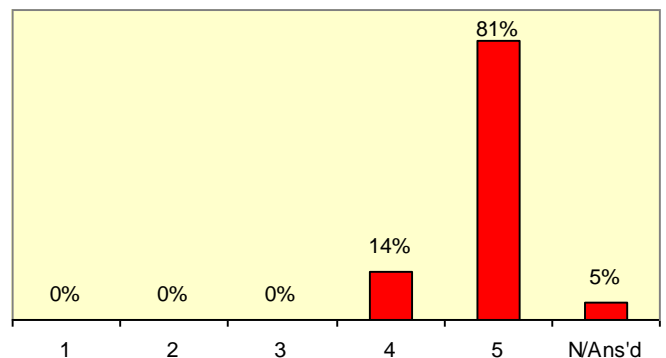
Yes	4 (18%)
No	3 (14%)
Can't Remember	11 (50%)
Not Ans'd	4 (18%)



**Q19 Please rate the following by circling your response. (1 = poor, 5 = excellent)**

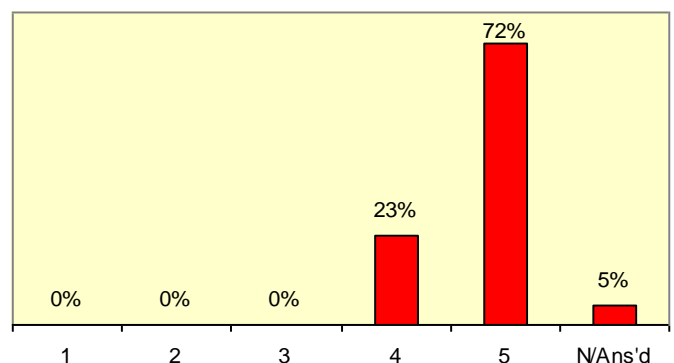
**Cleanliness**

1	0
2	0
3	0
4	3 (14%)
5	18 (81%)
Not Ans'd	1 ( 5%)



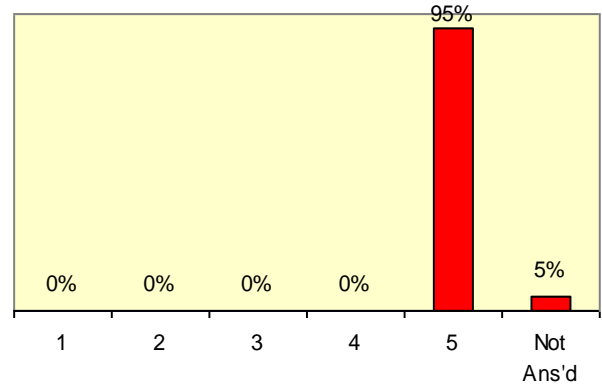
**Catering**

1	0
2	0
3	0
4	5 (23%)
5	16 (72%)
Not Ans'd	1 ( 5%)



## Environment

1	0
2	0
3	0
4	0
5	21 (95%)
Not Ans'd	1 (5%)



(Note: One respondent did not allocate a score to any of these questions but simply said *"Pleased with all"* in the comments section.)

### Comments:

*"Is the entrance slope to the main doors safe for people with walking difficulties in bad weather (staff often meet me on arrival at 10:00am)"*

*"Everyone is so helpful and I look forward to spending time at the day centre."*

*"I would absolutely recommend the hospice, its outlets , its staff, to anyone and everyone in need of its services."*

*"Very restful, peaceful place to be, with beautiful gardens."*

*"It is a most enjoyable afternoon."*

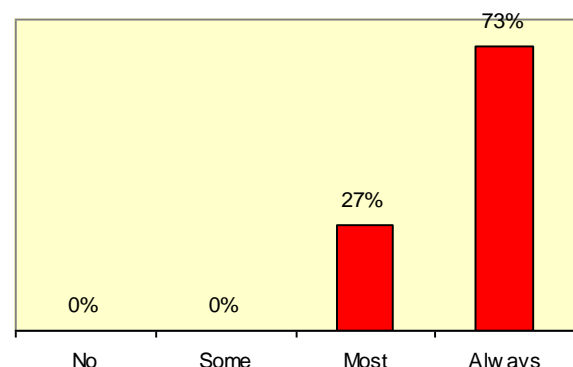
*"Maybe the hospice could offer a yoga class or relaxation classes as I do believe this would be of great benefit to help loosen our bones and muscles."*

*"I've never seen such a garden, it's lovely with the trees. It's all so calming. The atmosphere is relaxing, I feel as though I have made a bond with the ladies there. The carers are also so friendly. I feel if I've got something troubling me I could quite easily ask to talk to one of them."*

*"Hospice is peaceful and supportive. Can't rate it highly enough – Brilliant."*

## Q20 Do you feel confident that there are enough staff or volunteers around to offer help if needed?

No	0
Some of the time	0
Most of the time	6 (27%)
Always	16 (73%)



### Comments

*"All are kind and ready to help."*

*"The staff and volunteers work extremely hard and we all appreciate what is done for us."*

*“All the ones I’ve met are a lovely group of people. They also ask how your week has been, also make a drink. I feel they would be ready to chat to you if you had something troubling you.”*

*“I think the hospice could do with doing more massage as I suffer with terrible back pain.”*

**Q21 Any more comments or suggestions to help us improve our day-care service?**

*“It is so relaxing and pleasant to be at the Day centre it is difficult to visualise what improvements can be made to existing services.”*

*“It is perfect in every way – the one great highlight of the week.”*

*“I would love if there were more outings for the patients. I think also the hospice could do with advertising more for younger patients as not a lot of young people know about it. The young people I’ve spoken to believe the hospice is a place for elderly people rather than for all ages.”*

*“I would also like to mention the drivers I have which are two really nice men. The hospice is a very nice place, you’re made to feel comfy. They have a really nice team at the hospice, they all do a very good job. I was very wary before I went there but now I’m so very, very glad I did go, it brightens up my day.”*