



St Helena Hospice

Registered charity number 280919

2008 Patient Survey Results

Community Services

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Version: Final 1.2

Introduction

This is the first survey of patients receiving care from the Hospice Community Services team. When commencing the design of the questionnaire the Partnership Group members researched the internet for similar surveys on which to base the question set and we were surprised to find little that was relevant to our needs. This questionnaire was therefore prepared jointly with the Hospice management and staff with the objective of understanding the patients' views on the quality and appropriateness of the services they have received. As the Hospice services also support the patients' family members and/or carers, questions were included to gather their views. Forms, together with a stamped addressed envelope were handed out by the Community Service visitors and left for the patient to complete and return. We would like to thank the Essex Cancer Network Partnership Group for funding the administration costs of this survey.

The survey took place from 14 April to 29 June 2008. 78 survey forms were handed out and 28 replies were received. One reply related to the patient's experience of their respite stay at the Inpatient Unit and, although very complimentary, was not relevant to the Community Services survey and has therefore not been included in this report.

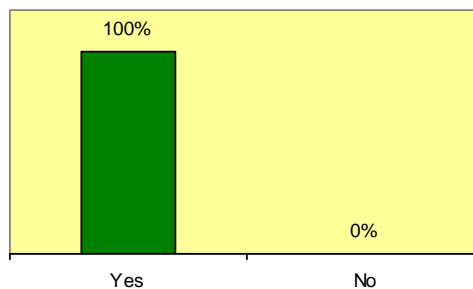
The following results are a collation of patients' views on each question. Additional comments are shown in "*quotation marks and italics*". Any explanatory comments from the author are clearly differentiated as 'Notes'.

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

Results

Q1 Do you feel your referral to the hospice was at an appropriate time in your illness?

Yes	27 (100%)
No	0



Comments:

“Correct time for the patient, as the carer I would have preferred contact sooner.”

“I felt much better after my visit, the quality of care was wonderful.”

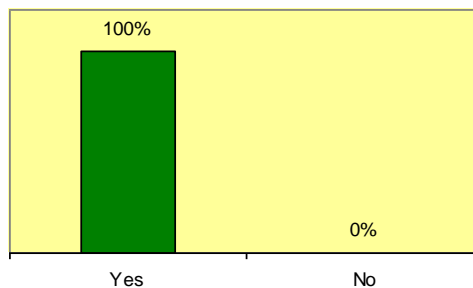
“Was glad to receive care and advice as an outpatient.”

“More information available at discharge from hospital would have been useful – heard through word of mouth.”

“I hope I don't need you but it is good to know someone is there, particularly for my wife to talk to. There was a psychological problem to overcome for me as hospices are places where my family have gone to die, not to help you live.”

Q2 Were you satisfied with the time between initial contact and the first visit?

Yes 27 (100%)
No 0



Comments:

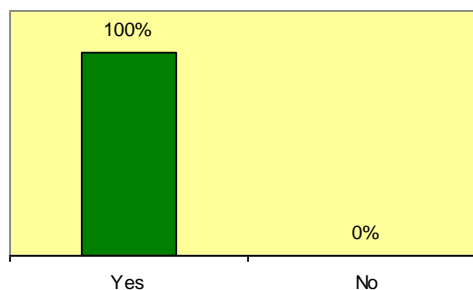
“Response time was very good.”

“But the initial contact took some time from when requested by my consultant.”

“My meeting with the medical staff was very useful.”

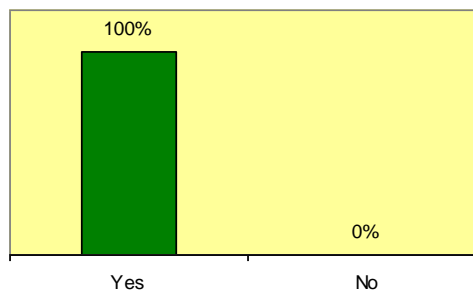
Q3 Was the frequency of subsequent visits negotiated with you?

Yes 27 (100%)
No 0



Q4. Was the interval between visits acceptable?

Yes 27 (100%)
No 0



Comments:

“Also agreed to come if I needed extra visits.”

“Nothing specific but always available in the background if needed.”

“I made one visit as an in-patient at Colchester and two out-patient visits to the Tendring Centre.”

“Visits were made flexible if required.”

“Sometimes we didn’t know how long we needed so it helped to have a plan.”

Q5 Please tick each of the following hospice professionals that have visited you.

Visitor	✓	Marks out of 10
Community specialist nurse (Macmillan nurse)	26	10 x 22; 9 x 3; 8 x 1
Hospice-at-Home nurse	4	10 x 1; 9 x 2; 6 x 1

Family support worker (i.e. hospice social worker/ counsellor)	4	10 x 2; 9 x 2
Physiotherapist		
Occupational therapist	6	10 x 6
Chaplain	1	10 x 1
Hospice doctor	1	9 x 1
Complementary therapist	1	9 x 1
Art therapist		
Music therapist	1	10 x 1
Others: Marie Curie nurse	1	10 x 1

Q5a Specific comments about these services:

“We felt supported by all the people visiting us, it answered lots of our questions.”

“I found all staff I saw were very helpful.”

“I have nothing but praise for my Mac nurse ‘S’. She is an excellent listener and has a peaceful and calming presence. I always felt better after her visit.”

“Very good and all very professional.”

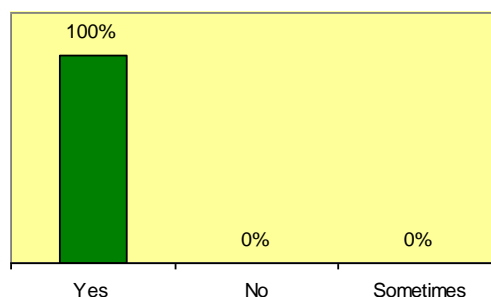
“All nurses referred to me have been lovely people and extremely helpful to my needs.”

“The services I have used have proved invaluable to myself and my wife.”

“The hospital deals with medical problems but ‘L’ deals with the person and family (myself and my wife) and helps us at a level we can understand.”

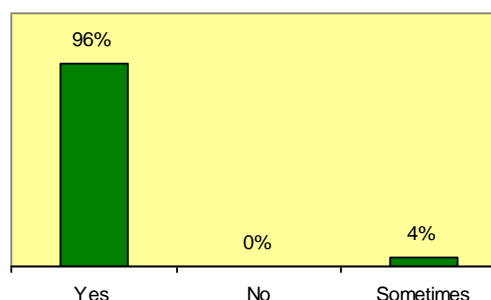
Q6 Do the hospice professionals introduce themselves on their first visit?

Yes	27 (100%)
No	0
Sometimes	0



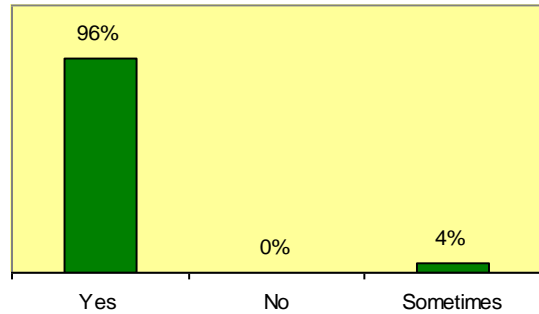
Q7 Do they explain their role?

Yes	26 (96%)
No	0
Sometimes	1 (4%)



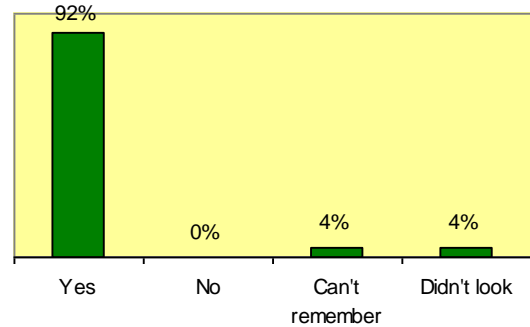
Q8 Were you given the hospice information pack or any other written information?

Yes	26 (96%)
No	0
Can't remember	1 (4%)



Q9a Was the information helpful?

Yes	25 (92%)
No	0
Can't remember	1 (4%)
Did not look at the booklet	1 (4%)



Comments:

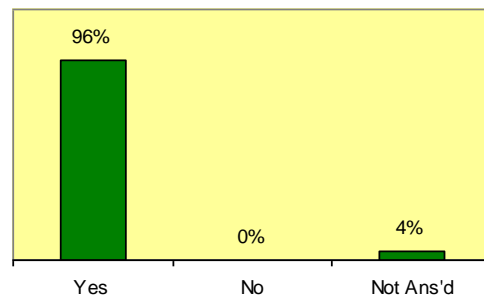
"Family have found it extremely helpful."

"Useful guide as to facilities available."

"But we only looked at some pages."

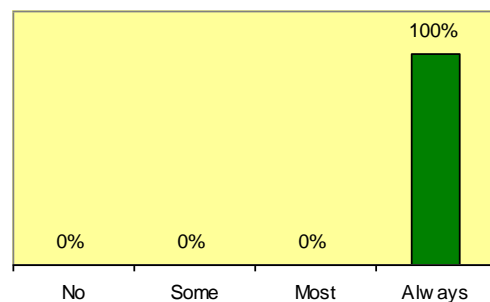
Q9b Would you have preferred the information in another format? (eg. large print, audio, colour, other language)

Yes	0
No	26 (96%)
Not Ans'd	1 (4%)



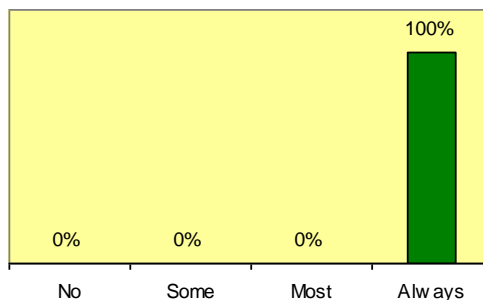
Q10 Are you treated with courtesy and respect by the hospice professionals?

No	0
Some of the time	0
Most of the time	0
Always	27 (100%)



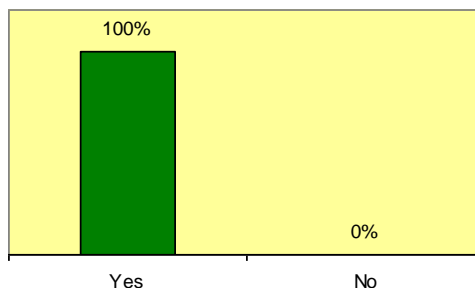
Q11 Do you feel they respect your privacy?

No	0
Some of the time	0
Most of the time	0
Always	27 (100%)



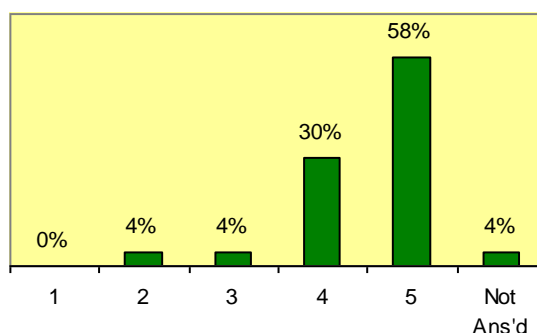
Q12 Are you satisfied that your personal and health details are handled confidentially?

Yes	27 (100%)
No	0



Q13 How involved do you feel in the planning of your care or treatment? (1 = not involved, 5 = fully involved)

1	0
2	1 (4%)
3	1 (4%)
4	8 (30%)
5	16 (58%)
Not Ans'd	1 (4%)



Suggestions as to how we could involve you more?:

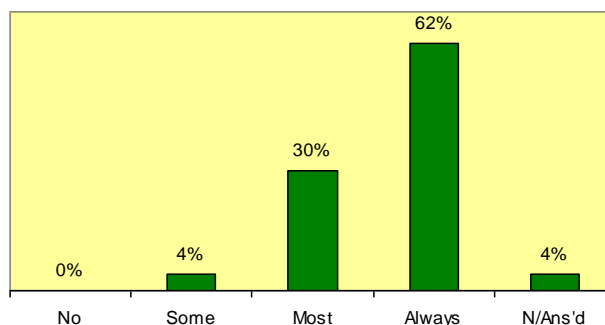
“I expect the professionals to plan the best treatment and do not want or feel able to add much; I just need to be kept informed.”

“I tend to switch off even though everything is discussed with me.”

(Note: the two comments were made by the patients assigning scores 2 and 3. It indicates that not all patients feel it is important to be involved in their care plans.)

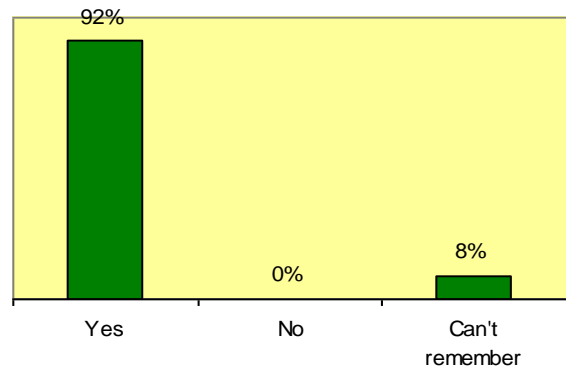
Q14 Are your preferences and requests taken into account?

No	0
Some of the time	1 (4%)
Most of the time	8 (30%)
Always	16 (62%)
Not Ans'd	1 (4%)



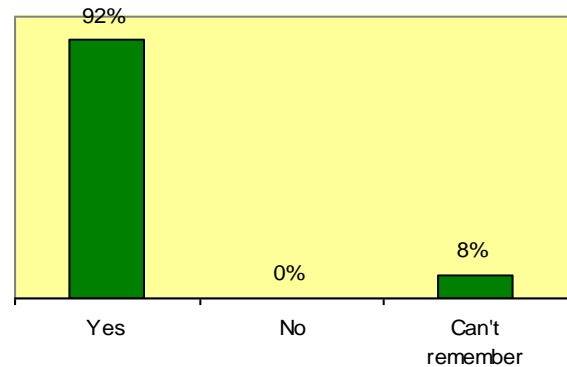
Q15 Were you told the name of your key worker or main contact?

Yes	25 (92%)
No	0
Can't remember	2 (8%)



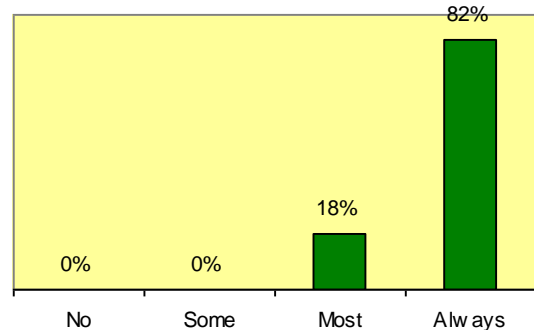
Q16 Were you told how to contact the service for 'out of hours' help or support?

Yes	25 (92%)
No	0
Can't remember	2 (8%)



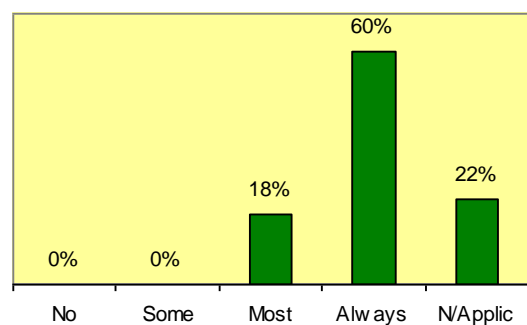
Q17 Do you feel that all the professionals involved in your care have communicated well with one another to provide co-ordinated care for you?

No	0
Some of the time	0
Most of the time	5 (18%)
Always	22 (82%)



Q18 Has the service responded in a flexible way to meet your changing needs?

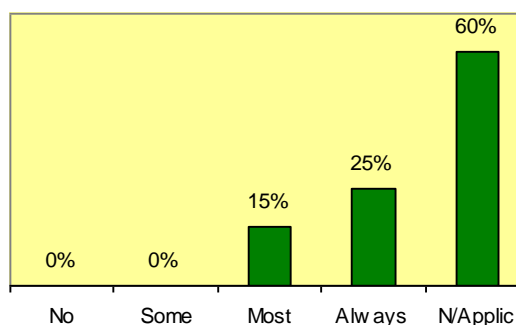
No	0
Some of the time	0
Most of the time	5 (18%)
Always	16 (60%)
Not Applic	6 (22%)



Q19 If you received equipment to help maintain your independence:

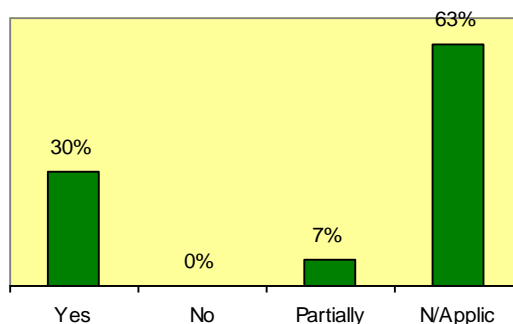
Q19a Was it provided in a timely manner?

No	0
Some of the time	0
Most of the time	4 (15%)
Always	7 (25%)
Not Applicable	16 (60%)



Q19b Did it meet your needs?

Yes	8 (30%)
No	0
Partially	2 (7%)
Not Applicable	17 (63%)



Comments:

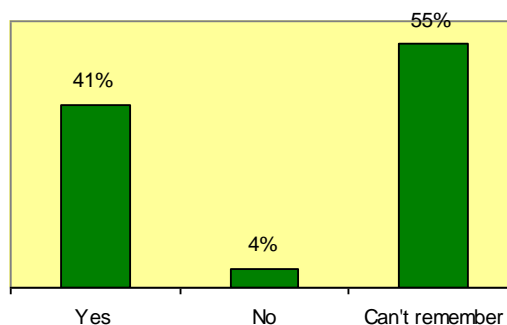
“Walking frame – I could not cope with it.”

“I was offered a wheelchair but did not receive one and it has been agreed I didn’t really need one at present.”

(Note: the comments relate to the two responses showing a reply of ‘Partial’.)

Q20 Were you told how to make a complaint if you needed to?

Yes	11 (41%)
No	1 (4%)
Can’t remember	15 (55%)



Q21 Do you have any more comments or suggestions to help us improve our community services?

“Nothing but praise for all your staff.”

“Cannot fault in any way the service and care I have received.”

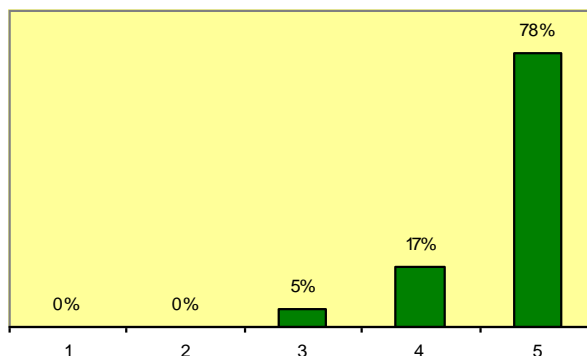
“It would be useful if hospitals and other NHS institutions better informed patients about how hospices have changed and the new services they offer ie. it’s not a place you go to die!”

“It’s a great and worthwhile service your people provide - thank you.”

23 family member(s) or carers completed the following questions:

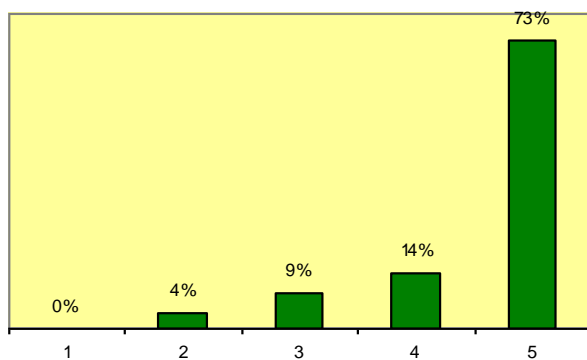
Q22. Do you feel that the hospice professionals acknowledged your situation and any concerns you have? (1 = not at all, 5 = fully)

1	0
2	0
3	1 (5%)
4	4 (17%)
5	18 (78%)



Q23. Are your issues or concerns adequately addressed? (1 = not at all, 5 = fully)

1	0
2	1 (4%)
3	2 (9%)
4	3 (14%)
5	17 (73%)



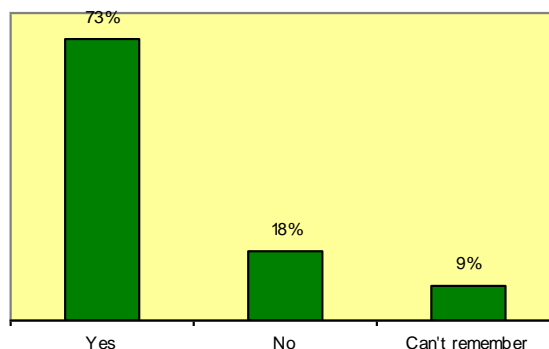
Comments:

“On mum’s release from Colchester, expressed my concerns and told it would be followed up – didn’t hear anything at all.”

(Note: It is not clear whether the reference to Colchester refers to the Colchester General Hospital or St Helena’s Colchester inpatient unit. The comment about Clacton on the following question was made by the same respondent.)

Q24. Have you been made aware of the support you could receive from the hospice for yourself?

Yes	17 (73%)
No	4 (18%)
Can’t remember	2 (9%)



Comments:

“Not applicable yet – but I know that I will be informed in due time.”

“Mum’s attendance at Clacton is very valuable to her – she looks forward to it and benefits from the support.”

Q25. Are there any other comments you would like to add?

"Our Mac nurse has been outstanding."

"Staff have been very helpful but could always need and make use of more support for every day living."

"My Macmillan nurse us wonderful. I can rely on her 100%, she has never let me down."

"The care and advice I have received from my Macmillan nurse has been wonderful. I couldn't ask for more."

"We as a family are so grateful for all the wonderful help we have been given so far."

"The help and advice we receive is excellent."

"Thank you all for your help and support. Our heartfelt thanks to you all especially 'H' for her wonderful support."

"As a family we were most impressed by the way in which our questions and concerns were addressed by all members of staff (within their remit). Honesty and empathy are two words that come to mind. We also felt the Hospice was a safe place to express our feelings."

"Everyone is so helpful and the Hospices are hand picked like flowers (sic)."

"Both my husband and I found our initial 'interview' by (J) and (L) very helpful without being pushy. Subsequently (L's) support has been invaluable to me. Also I feel (J's) input so far has also been helpful and I know she would be there if ever I neede her professional support."

"It would useful for us if there were support groups for younger people."

"It's a great and worthwhile service your people provide – thank you."