



# St Helena Hospice

Registered charity number 280919

## 2008 Patient Survey Results

# Tending Day Services

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Version: Final 1.0

## 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 more comments have been received, 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 about the information required. These amendments have been generally successful.

The following results are an exact summary of patients' views on each question. Patients 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 Tendring Day Services team for their help with this survey.

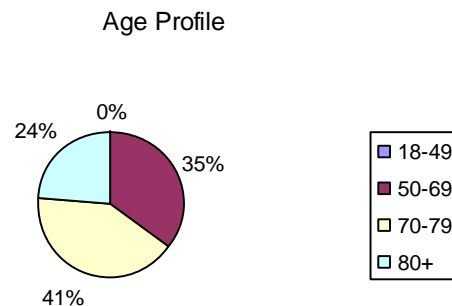
## Results

### Q1 About you:

Of the 18 respondents, 8 were male, 9 female and 1 did not complete this question.

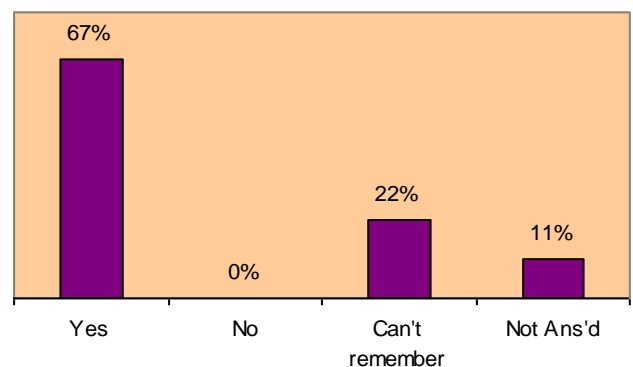
The Age Profile of the sample was

18-49	0
50-69	6 (35%)
70-79	7 (41%)
80+	4 (24%)



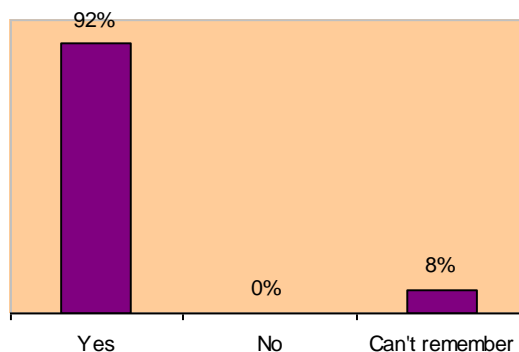
### Q2 Before or during your time in Day Services at Tendring, were you aware of a booklet called the Patient Information Pack?

Yes	12 (67%)
No	0
Can't remember	4 (22%)
Not Ans'd	2 (11%)



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

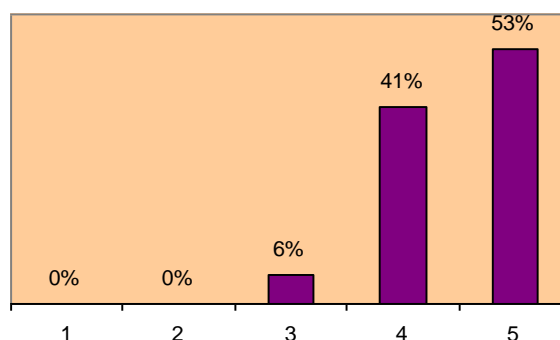
Yes	12 (92%)
No	0
Can't remember	1 ( 8%)



There were no suggestions for other information that would be useful.

**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	0
3	1 ( 6%)
4	7 (41%)
5	9 (53%)



(Note: One respondent did not provide a score, just wrote "Happy!" by this question.)

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

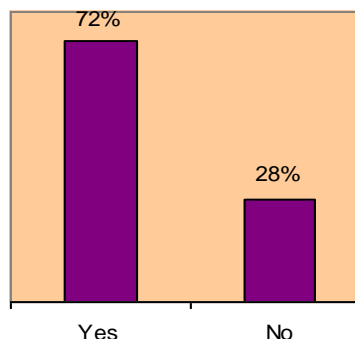
Comments: Two respondents confirmed 'No'.

*"No, we talked about things and got them sorted."*

*"No, everyone was most kind and welcoming."*

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

Yes	13 (72%)
No	5 (28%)



Comments:

*"Other than that I am well satisfied with the transport provided, for which I thank you."*

*"Really so very convenient with pleasant drivers."*

*"Excellent, the service is first class."*

*“Very helpful drivers.”*

*“Very good service. They are nice people.”*

*“Excellent.”*

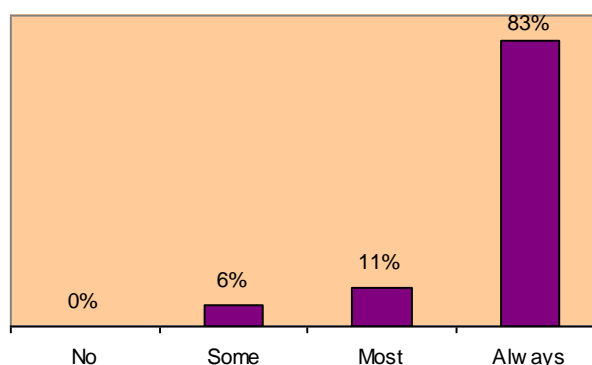
*“Very helpful.”*

*“None whatsoever, it is always there when I require it.”*

## Q7 When attending the Centre:

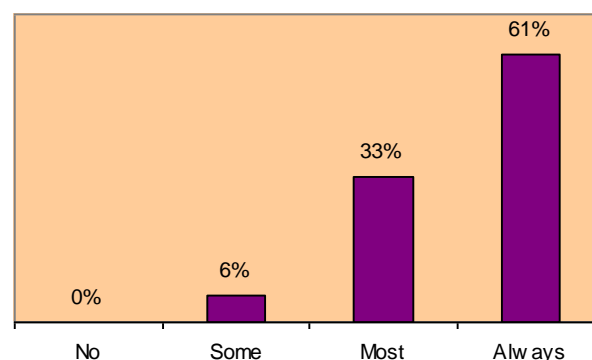
### 7a Do the staff introduce themselves when they meet you for the first time?

No	0
Some of the time	1 ( 6%)
Most of the time	2 (11%)
Always	15 (83%)



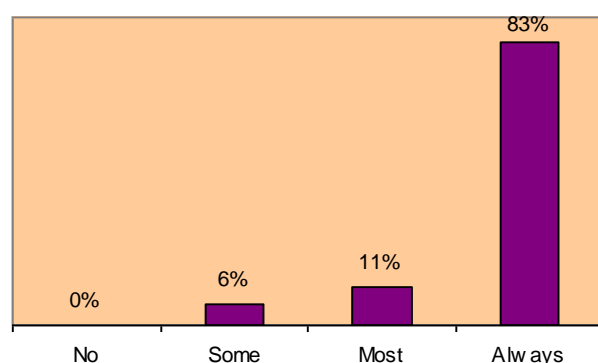
### 7b Do the staff explain what they are doing?

No	0
Some of the time	1 ( 6%)
Most of the time	6 (33%)
Always	11 (61%)



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

No	0
Some of the time	1 ( 6%)
Most of the time	2 (11%)
Always	15 (83%)



#### Comments:

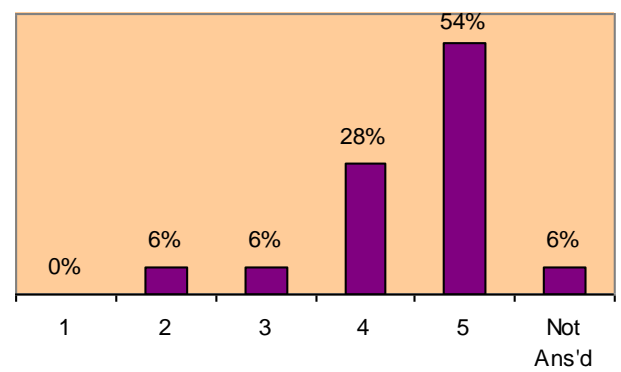
*“All the staff are extremely supportive.”*

*“I feel better after attending the centre.”*

*“I have found the staff very kind and helpful.”*

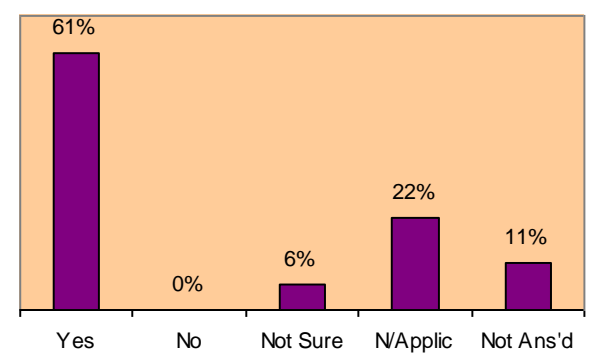
**Q9a Did you feel you were involved in planning your care? (1 = not involved, 5 = fully involved)**

1 0  
 2 1 ( 6%)  
 3 1 ( 6%)  
 4 5 (28%)  
 5 10 (54%)  
 Not Ans'd 1 ( 6%)



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

Yes 11 (61%)  
 No 0  
 Not sure 1 ( 6%)  
 Not had to make any 4 (22%)  
 Not Ans'd 2 (11%)



Comment:

*"I have a very caring family who deal with most problems."*

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

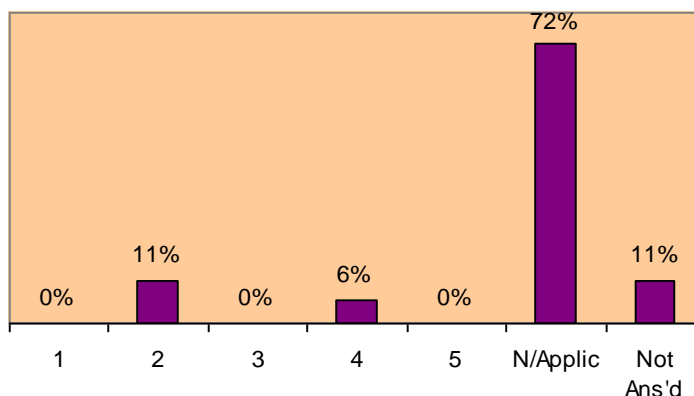
Activity	Participants	Marks out of 10
Bath	6	10 x 3; 9 x 1
Bingo	4	10 x 2; 8 x 2
Board games	2	10 x 1
Card making	2	8 x 2
Chiropody	10	10 x 7; 8 x 1
Fatigue mgmt	1	10 x 1
Gardening		
Hairdressing	1	9 x 1
Jacuzzi	1	10 x 1
Lunching	13	10 x 4; 9 x 1; 8 x 5; 7 x 1; 5 x 1
Manicure	4	10 x 2; 8 x 2
Massage	5	10 x 4
Music for leisure	2	8 x 1

Playing cards	2	10 x 1
Reflexology	7	10 x 6; 9 x 1
Shiatsu	2	10 x 1; 9 x 1
Surfing the internet		
Trips out	4	10 x 2
Talking	12	10 x 5; 9 x 1; 8 x 2; 7 x 1
Xmas party	8	10 x 3; 8 x 2
Shower	1	10 x 1
Relaxation	1	10 x 1
Art Therapy	1	10 x 1
Open Art Therapy	1	10 x 1
Craft & Social Grp	1	10 x 1

**Q10b** There were no improvements proposed to existing activities/therapies nor any additional ones requested.

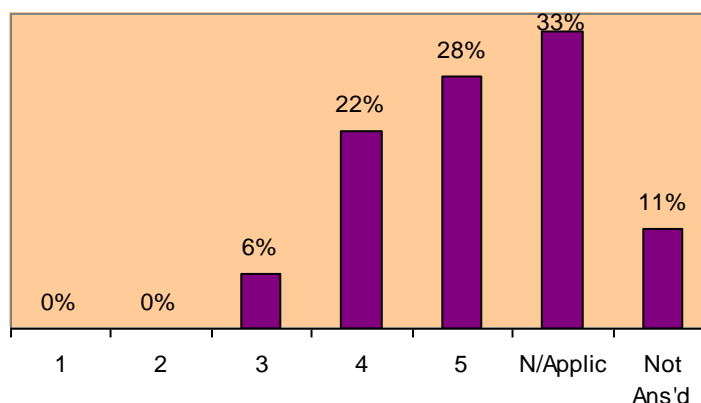
**Q11a** How supported did you feel when a group member had been discharged? (1 = unsupported, 5 = fully supported)

1	0
2	2 (11%)
3	0
4	1 ( 6%)
5	0
Not Applic	13 (72%)
Not Ans'd	2 (11%)



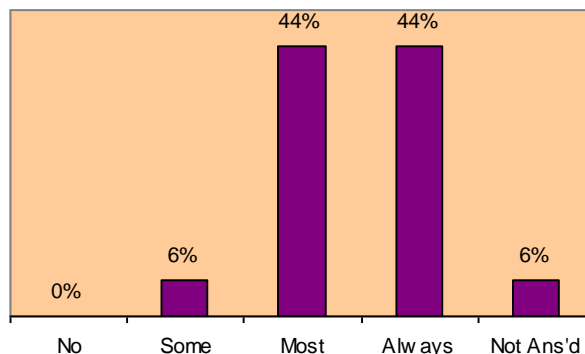
**Q11b** How supported did you feel when a group member had died? (1 = unsupported, 5 = fully supported)

1	0
2	0
3	1 ( 6%)
4	4 (22%)
5	5 (28%)
Not Applic	6 (33%)
Not Ans'd	2 (11%)



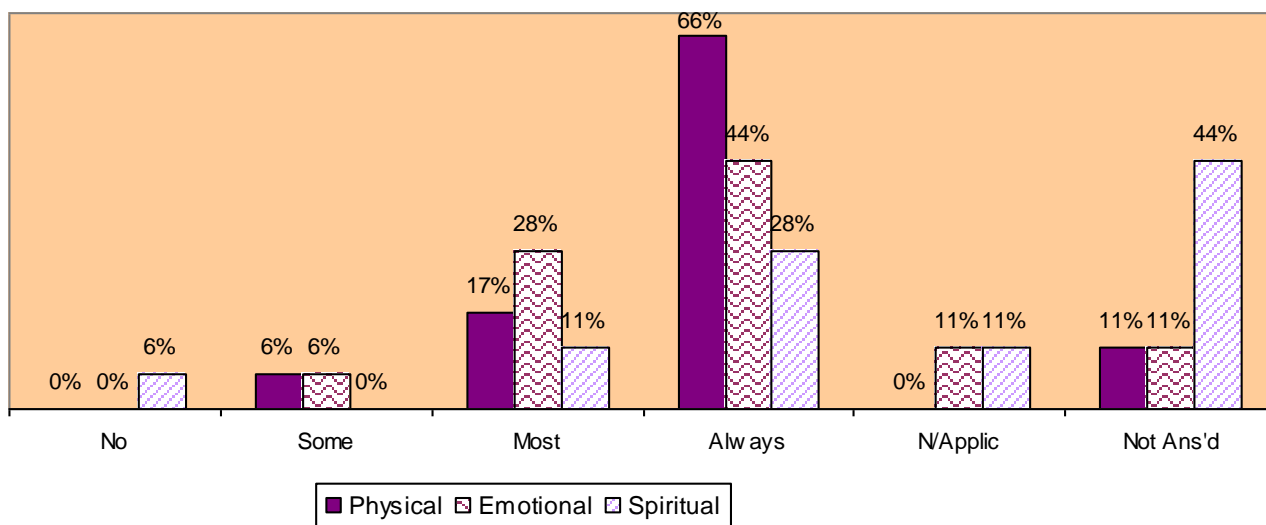
**Q12 Have you had the opportunity to ask questions whenever you wanted to?**

No	0
Some of the time	1 ( 6%)
Most of the time	8 (44%)
Always	8 (44%)
Not Ans'd	1 ( 6%)



**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	1 ( 6%)
Some of the time	1 ( 6%)	1 ( 6%)	0
Most of the time	3 (17%)	5 (28%)	2 (11%)
Always	12 (66%)	8 (44%)	5 (28%)
Not Applic	0	2 (11%)	2 (11%)
Not Ans'd	2 (11%)	2 (11%)	8 (44%)



**Comments:**

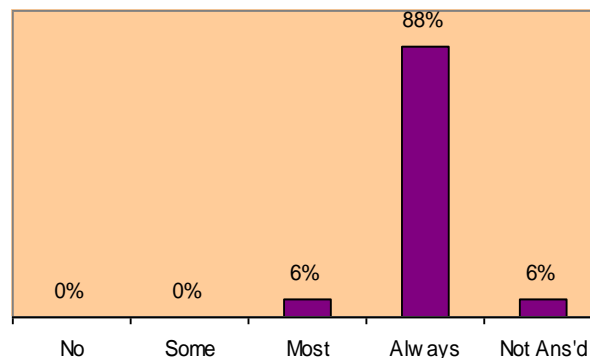
*“At present I do not need of the above but I am sure should I need it they will always be there for me.”*

*“The next visit will be my third time.”*

*“My wife and I have found the help and advice from the chaplain has put our minds at rest.”*

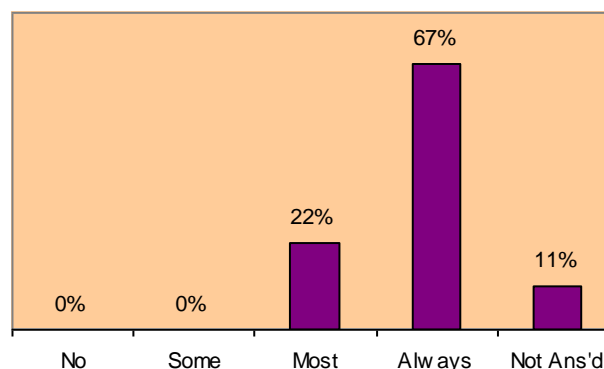
**Q14 Do you feel you are treated with respect?**

No	0
Some of the time	0
Most of the time	1 ( 6%)
Always	16 (88%)
Not Ans'd	1 ( 6%)



**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	4 (22%)
Always	12 (67%)
Not Ans'd	2 (11%)



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

Comments: 13 respondents said 'Yes' and 1 did not answer the question.

*"Very much so, it's good to talk to others about things etc."*

*"Yes. although it's very hard when someone dies."*

*"I've made some good friends."*

*"Very beneficial."*

*"Greatly."*

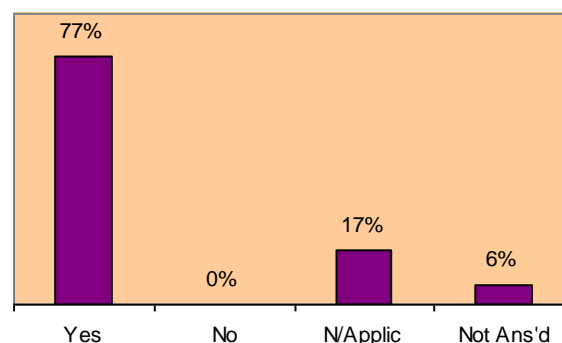
*"As I live on my own, it's nice to meet up with other people weekly."*

*"Yes because you are all there for the reason."*

*"Very helpful."*

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

Yes	14 (77%)
No	0
Not Applic	3 (17%)
Not Ans'd	1 ( 6%)



Comments:

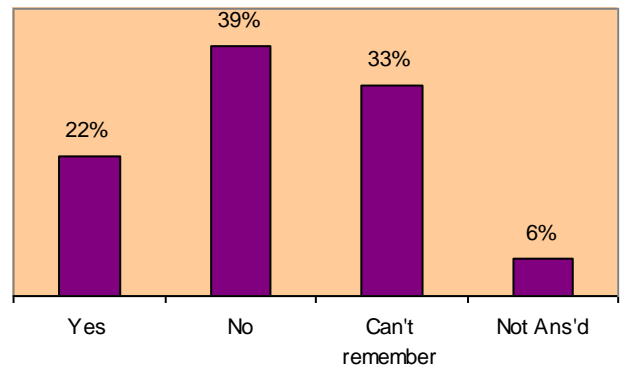
*“My wife found she had and has someone to confide in and to ask questions whenever she needs to.”*

*“Because one day that (they) don’t have to worry about me. And I (have) somebody in each morning to bath me.”*

*“Overall, very satisfactory.”*

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

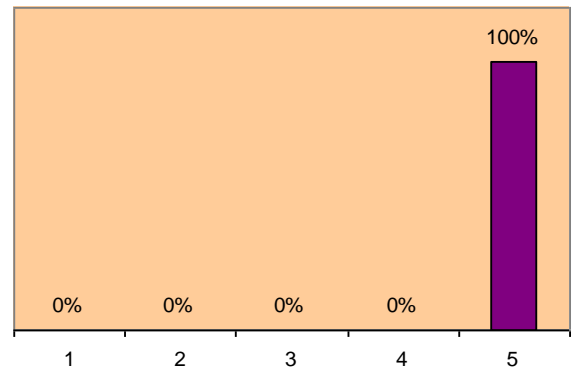
Yes	4 (22%)
No	7 (39%)
Can't Remember	5 (33%)
Not Ans'd	1 ( 6%)



**Q19 Please rate the following (1 = poor, 5 = excellent)**

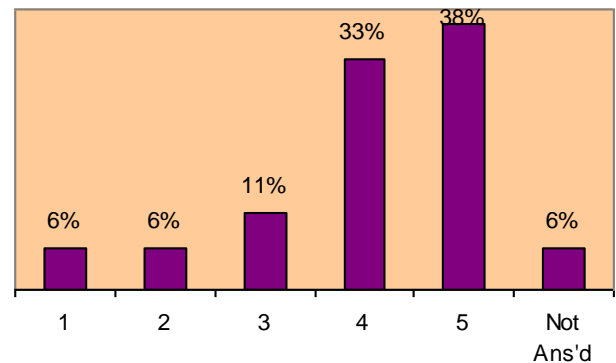
**Cleanliness**

1	0
2	0
3	0
4	0
5	18 (100%)



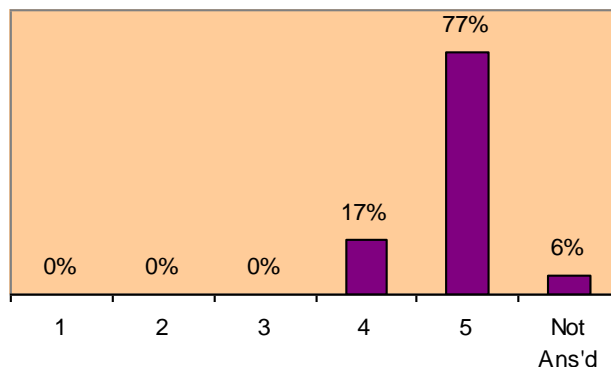
**Catering**

1	1 ( 6%)
2	1 ( 6%)
3	2 (11%)
4	6 (33%)
5	7 (38%)
Not Ans'd	1 ( 6%)



## Environment

1	0
2	0
3	0
4	3 (17%)
5	14 (77%)
Not Ans'd	1 (6%)



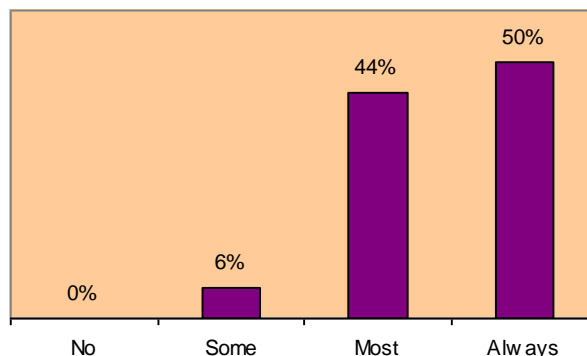
### Comments:

*"It would be nice to have a full-time cook."*

*"Owing to having a stent fitted in my gullet my meals have to be liquidised which the staff are very helpful in preparing for me."*

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

No	0
Some of the time	1 (6%)
Most of the time	8 (44%)
Always	9 (50%)



### Comments

*"The volunteers are very helpful, as are the staff."*

*"Only to say that the volunteers and staff are very, very good."*

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

*"Could not be a better service."*

*"Not really, I am quite happy there."*

*"I always feel calmer after a visit to the centre."*