

St Helena Hospice

Registered charity number 280919

2009 Patient Survey Results

Colchester Day Services

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Version: Final 1.0



Introduction

The 2009 survey was carried out during April, May and June 2009. The approach taken was the same as last year's survey with patients given the opportunity to take the forms away to complete at home and envelopes being provided to ensure that the forms were treated confidentially. The envelopes were addressed to the Partnership Group thus making the survey completely independent of the hospice management.

The question set is very similar to last year's survey. Some questions were slightly rephrased to make them clearer and the sequence of some questions was changed to make them flow more logically.

Due to a minor administrative mix-up, 4 patients were given a copy of the 2008 survey form. Fortunately the responses could be incorporated with the other returns and has not affected the overall results.

It was noticeable from the consolidated results that almost every question was not answered by one or more patients, even though all possible options are provided for in the answer section. We will raise this in the post-survey review and consider how we might avoid this in future.

However, the overall results are very positive and are a credit to the hospice staff, volunteers and management. There are also many, lovely comments that reflect the high esteem the hospice is held in by the patients.

The following is 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

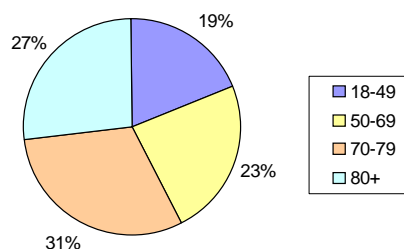
There were **27** responses from Colchester Day Services patients.

Q1 About you:

Of the 27 respondents, 3 were male, 21 female and 3 did not complete this question.

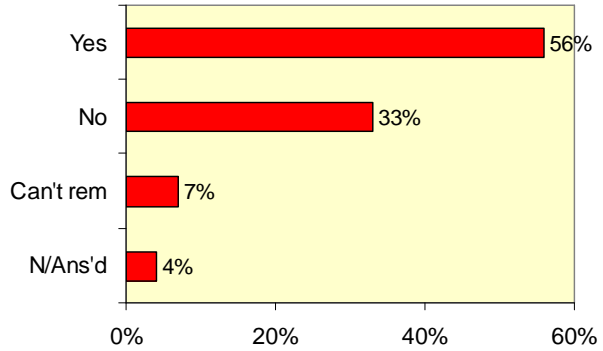
The Age Profile of the sample was

18-49	5 (19%)
50-69	6 (23%)
70-79	8 (31%)
80+	7 (27%)



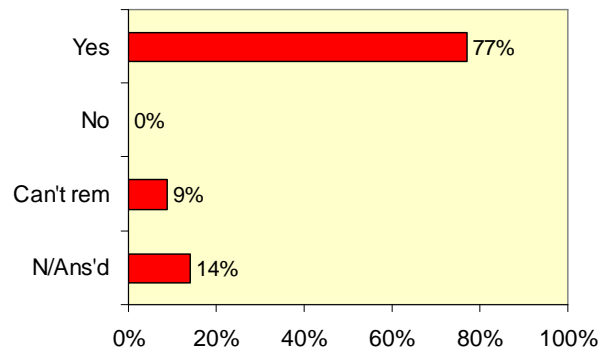
Q2 Before or during your time in Day Services at Colchester, were you aware of a booklet called the Patient Information Pack?

Yes	15 (56%)
No	9 (33%)
Can't remember	2 (7%)
Not Ans'd	1 (4%)



Q3a 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

"I am not much good at written information."

"It made me understand my own feelings as well as my co-patients."

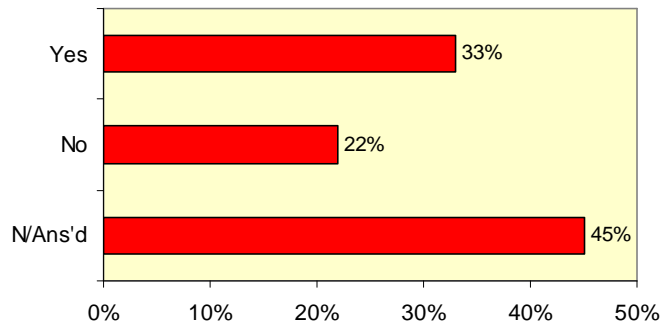
Q3b Do you have any suggestions for other information that would be useful?

"Hierarchy, chain of command – identification more visible to patients."

"Unfortunately I cannot remember exactly what information was in the booklet."

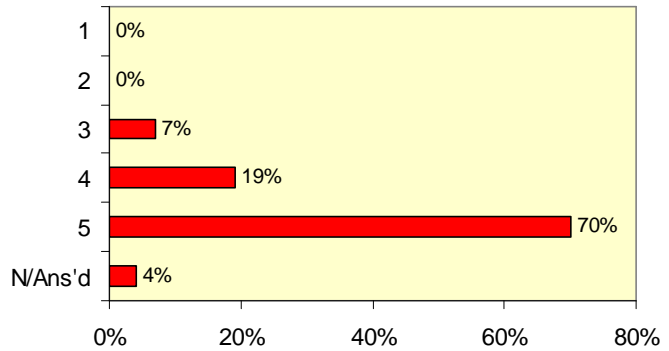
Q3c. Are you aware that information is available in the hospice library for patients, family members and carers?

Yes	9 (33%)
No	6 (22%)
Not Ans'd	12 (45%)



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	2 (7%)
4	5 (19%)
5	19 (70%)
N/Ans'd	1 (4%)



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

“Everything was done, that’s why I was relaxed.” – linked to score of 5

“No, as I did not feel anxious. I was more bewildered by the experience.” – no score given.

“Staff and volunteers were a pleasure to meet and Tuesdays have become the highlight of my week.” – linked to score of 5

“Attention and helpful comment.” – linked to score of 5.

“I did feel rather ‘out of place’ thinking I wasn’t ready to attend but soon fitted in. Staff were very helpful on this point.” – linked to score of 4.

“No, because I’m very nervous and anxious anyway. Also the team were a lovely group of people.” – linked to a score of 5.

“No, I was frightened and coming to terms with what was happening. Everybody was very kind.” – linked to score of 3.

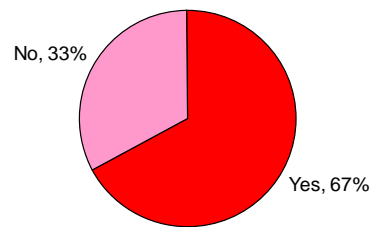
“It made me feel less anxious by understanding/knowing that other patients got a more complicated situation than I have.” – linked to a score of 5

“Yes, ideally it would have been better for my appointment not to have been the day before I went to hospital to have my major surgery. It was difficult to concentrate and consider how the hospice would benefit me because I didn’t know the outcome of my surgery.” – linked to score of 3.

“Less anxious, everyone very friendly and helpful.” – linked to score of 5.

Q6 Have you used the transport organised by the hospice?

Yes	18 (67%)
No	9 (33%)



Comments:

"Very kind and helpful."

"Very good."

"Yes, they are superb, very friendly, always on time."

"Always on time, very pleasant and informative. Could not be better."

"Excellent and efficient."

"Excellent service, driver very good and always on time and helpful."

"Excellent and very reliable."

"I have found our driver particularly helpful and careful."

"Very good and an important service. The people are friendly and reliable."

"This service was great while I could drive. Without this service available I would not have been able to attend."

"I've had a few people who have drove me but I have a regular driver who is a lovely man, we always have a good lovely laugh."

"Just to say the drivers were very friendly and consolidate."

"Sometimes driver is unaware I can't get into back of car."

"The couple of drivers I had were punctual (if not I'd have a phone call to tell me there would be a delay), they were friendly and put me at ease."

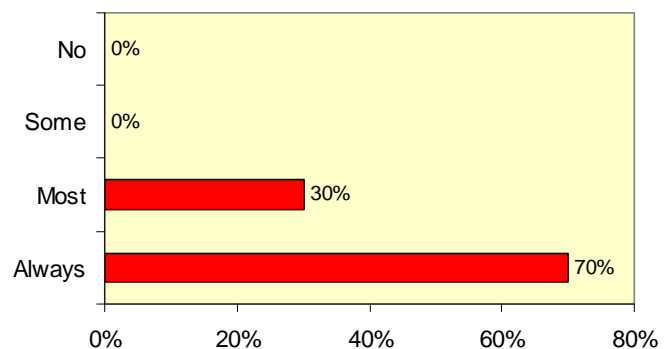
"An excellent service/friendly driver."

"Very friendly and helpful"

Q7 When attending the Centre:

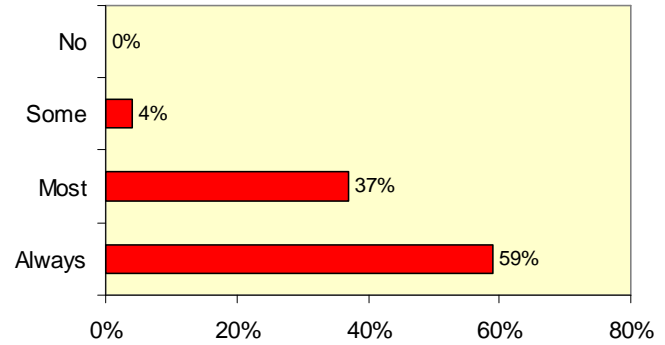
7a Do the staff introduce themselves when they meet you for the first time?

No	0
Some of the time	0
Most of the time	8 (30%)
Always	19 (70%)



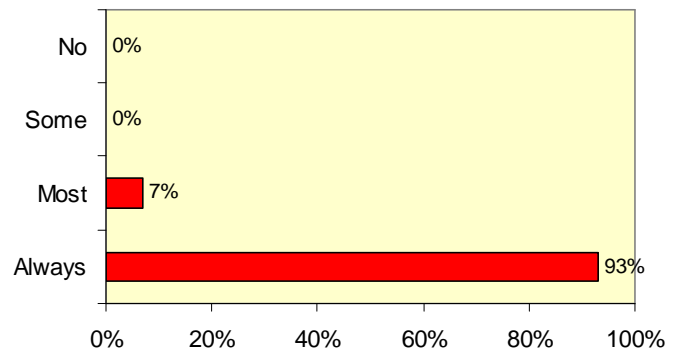
7b Do the staff explain what they are doing?

No	0
Some of the time	1 (4%)
Most of the time	10 (37%)
Always	16 (59%)



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	2 (7%)
Always	25 (93%)

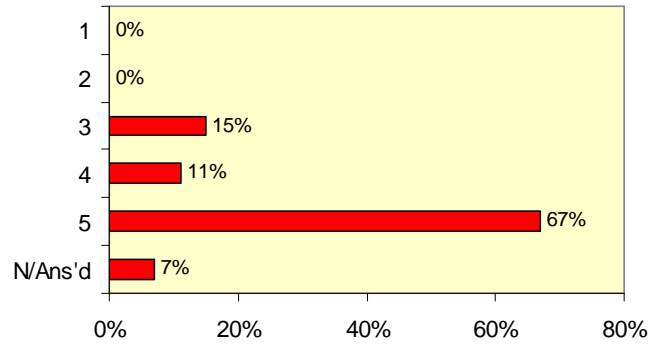


Comments:

- “What can I say, they can’t seem to do enough for you.”*
- “I feel very much at ease with all the staff.”*
- “Very competent people, make one feel at ease.”*
- “Always cheerful – which is quite uplifting.”*
- “The staff are excellent, always kind and helpful.”*
- “Very encouraged.”*
- “No – as I am always confident in their ability.”*
- “I bonded with a couple of them very well.”*
- “Nobody could be more caring than the staff and make you feel so good.”*
- “Everybody has been marvellous.”*
- “Every member of staff is very kind and approachable.”*
- “They are always very respectful.”*

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

1	0
2	0
3	4 (15%)
4	3 (11%)
5	18 (67%)
Not Ans'd	2 (7%)



If you were not satisfied, do you have any suggestions as to how we could involve you more?

:

"My daughter guides me."

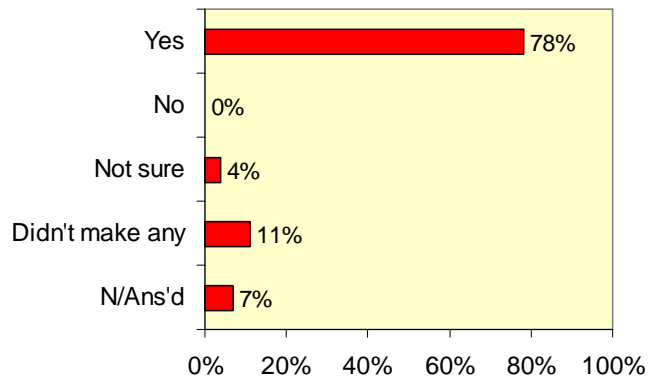
"I don't know what not satisfied means."

"Sometimes prior notice verbally would assist."

"Very satisfied."

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

Yes	21 (78%)
No	0
Not sure	1 (4%)
Not had to make any	3 (11%)
N/Ans'd	2 (7%)



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

Activity	Participants	Average marks out of 10
Bath	0	
Bingo	0	
Board games	1	3
Card making	6	5
Chiropody	16	9.3

Activity	Participants	Average marks out of 10
Music for leisure	10	8.1
Playing cards	1	No score
Reflexology	6	9.75
Shiatsu	2	9
Surfing the internet		

Fatigue management	10	5.9
Gardening	10	8.25
Hairdressing	15	9
Jacuzzi	2	6.5
Lunching	25	9.2
Manicure	18	8.5
Massage	15	8.1

Trips out	12	8.2
Talking	22	9.4
Xmas party	16	9.6
Other: Art	1	10
Holy Communion	1	10
Make-up day	1	10
Children's activities	1	10

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

"As far as I am concerned everything is brilliant."

"Use of a bath"

"No, I think it covers all our needs."

"I cannot really comment, to me the hospice is fine as it is but parking at 10:00 and 3:30 could perhaps be improved."

"Very few of the leisure activities listed take place but (would) be interested."

"It's a pity we can't have dietary/cooking lessons to help after not eating. This would help to get back into cooking healthy foods to help health."

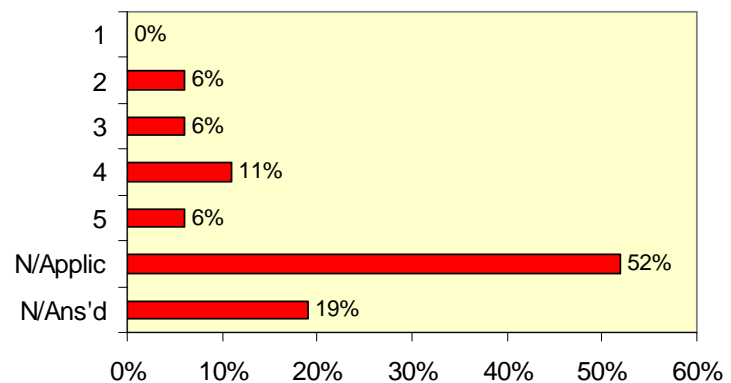
"Massage with aromatherapy oils."

"Body massage."

"I felt music played was sad so I took my own records to hospice which would make people feel happy. I am upset that I haven't been able to hear my records as they have disappeared. I keep asking about them but nobody has given me any answers yet."

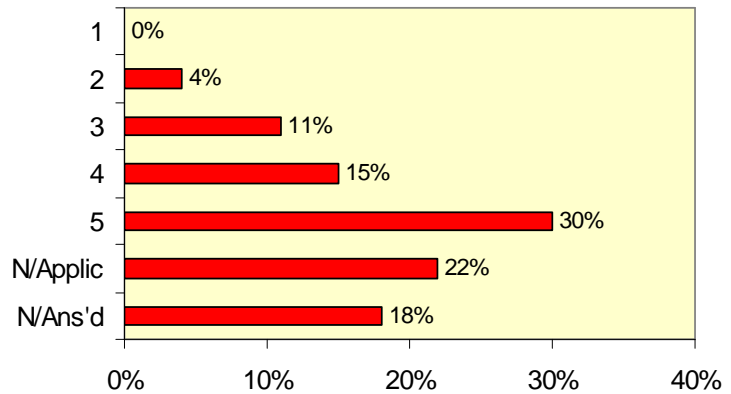
Q11a How supported did you feel when a group member had been discharged? (1 = unsupported, 5 = fully supported)

1	0
2	2 (6%)
3	2 (6%)
4	3 (11%)
5	2 (6%)
Not Applic	14 (52%)
Not Ans'd	5 (19%)



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

1	0
2	1 (4%)
3	3 (11%)
4	4 (15%)
5	8 (30%)
Not Applic	6 (22%)
Not Ans'd	5 (18%)



11c If you were not satisfied, do you have any suggestions about how we could improve our support?

"It's a reality, so not much more you can do." – [linked to score of 2.](#)

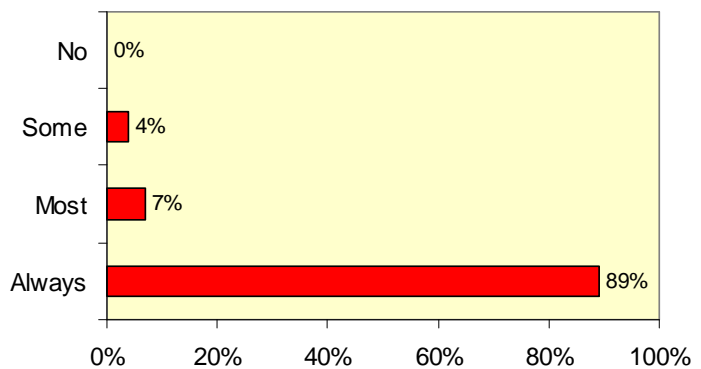
"I didn't take in the information about patient discharge and now think this is important to be talked about." – [linked to score of 4.](#)

"In our group we always say our goodbyes by lighting a candle." – [linked to score of 5.](#)

"It was by chance that I asked where a group member was and their passing came as a total shock (and apparently to everyone else as well). I didn't attend again for many weeks afterwards because it had made confront the fragility of life." (additional comment) – "Maybe a follow-up call to check I was okay although I appreciate I'm not a regular member plus staff have a lot to do, but just a thought" - [linked to score of 3.](#)

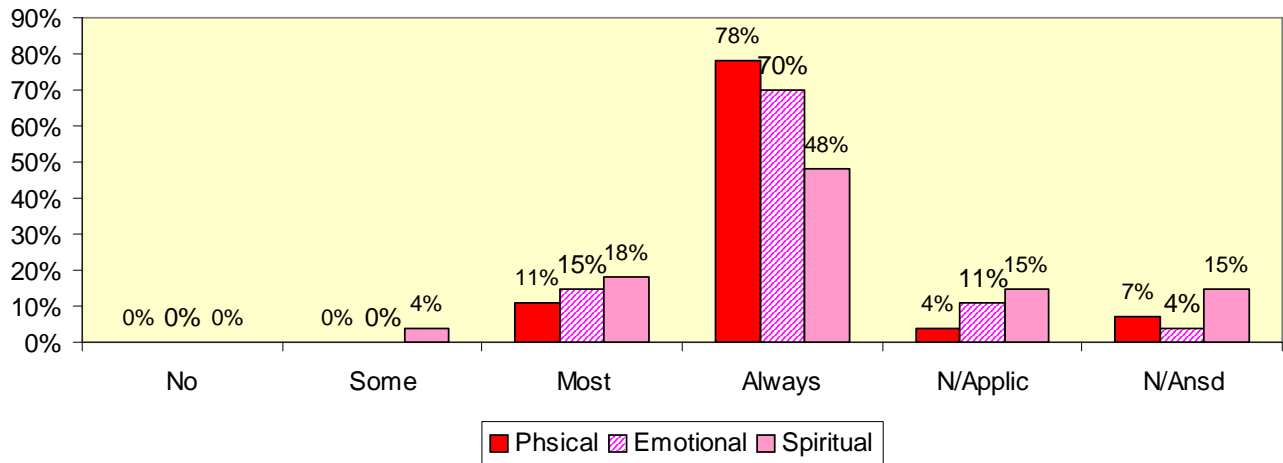
Q12 Have you had the opportunity to ask questions whenever you wanted to?

No	0
Some of the time	1 (4%)
Most of the time	2 (7%)
Always	24 (89%)



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	1 (4%)
Most of the time	3 (11%)	4 (15%)	5 (18%)
Always	21 (78%)	19 (70%)	13 (48%)
Not Applic	1 (4%)	3 (11%)	4 (15%)
Not Ans'd	2 (7%)	1 (4%)	4 (15%)



Comments:

“Not fit enough for much physical exercise.”

“As a Christian I would value the communion service to be more varied and a little less formal.”

“It has been encouraging to see how the group receiving holy communion has grown.”

“Very supportive”

“The staff are wonderful and deserve a gold medal.”

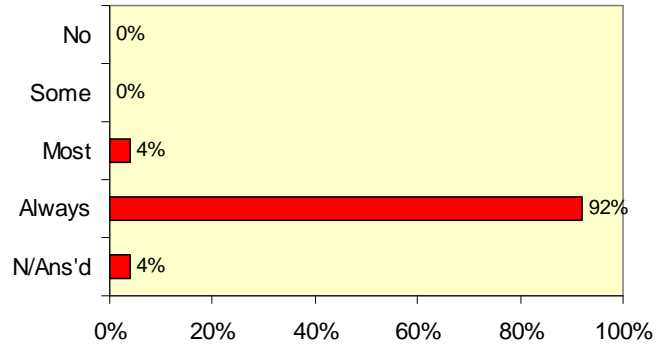
“Everyone very helpful and caring.”

“Everybody’s very kind and approachable.”

“Spiritual needs/wishes have not been really raised although I am aware there is a chaplain, a quiet area to go to and other staff if necessary.”

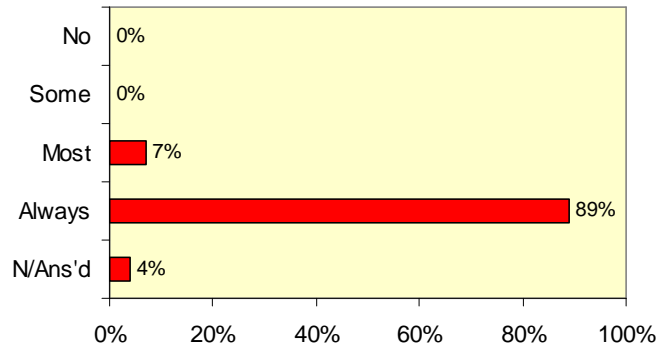
Q14 Do you feel you are treated with respect?

No	0
Some of the time	0
Most of the time	1 (4%)
Always	25 (92%)
Not Ans'd	1 (4%)



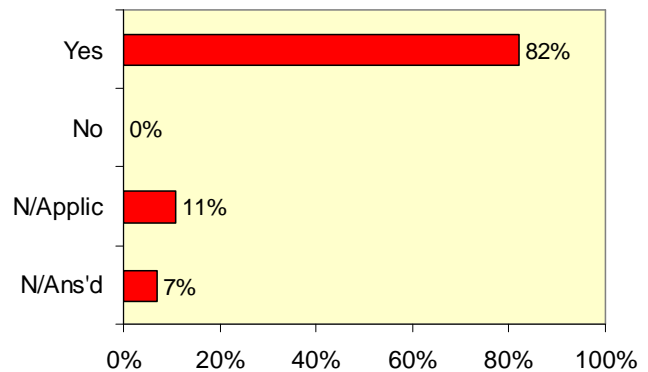
Q15 Do you feel your privacy is respected? (for example, when being examined or during discussions with staff)

No	0
Some of the time	0
Most of the time	2 (7%)
Always	24 (89%)
Not Ans'd	1 (4%)



Q16 Do you think your attendance at the Centre has been of benefit to your family/carer?

Yes	22 (82%)
No	0
Not Applic	3 (11%)
Not Ans'd	2 (7%)



Comments:

"My family are very happy and relaxed when I am here, they know I am in good hands."

"It allows my wife to have a day of respite to visit friends or go shopping in Colchester."

"As I live on my own, hard to quantify but is a lifeline."

"Gives my wife a break."

"Before my husband died he was able to have some free time for himself."

“Benefits to myself and carer.”

“The Centre has been a great benefit to me, a lifeline I would say I have had great help and met some fantastic people, including both staff and visitors.”

“Most definitely makes the day a happy day and can’t wait for next week to come.”

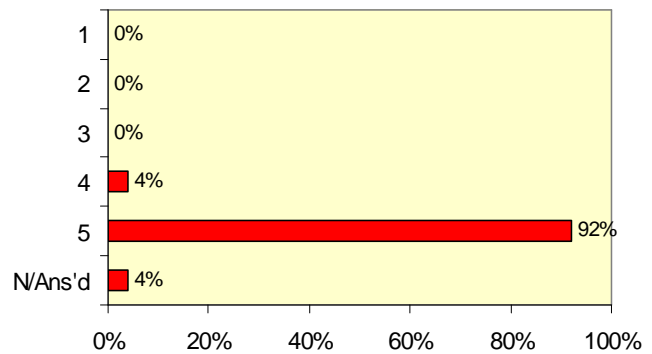
“Both my husband and I felt it was a good opportunity for me to talk to other people in similar circumstances to myself, however my husband has not attended any ‘carer’ groups because he feels able to ‘off-load’ to colleagues at work, who have been and continue to be very supportive.”

“My husband and family have commented on how much benefit I have received from the centre. It is a privilege to have the support of the staff and other members of the group – always a happy day.”

Q17 Please rate the following. (1 = poor, 5 = excellent)

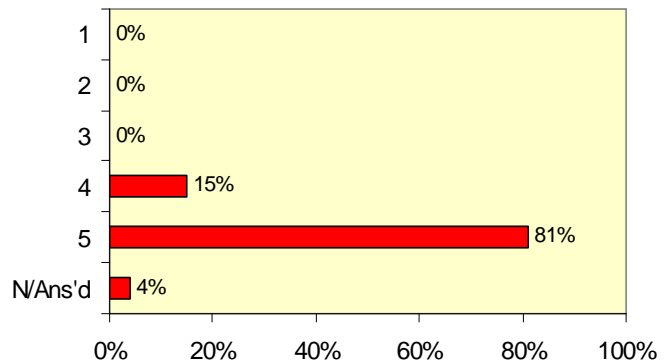
Cleanliness

1	0
2	0
3	0
4	1 (4%)
5	25 (92%)
Not Ans'd	1 (4%)



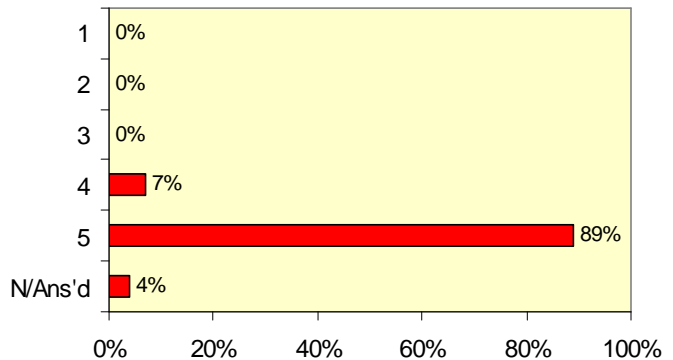
Catering

1	0
2	0
3	0
4	4 (15%)
5	22 (81%)
Not Ans'd	1 (4%)



Environment

1	0
2	0
3	0
4	2 (7%)
5	24 (89%)
Not Ans'd	1 (4%)



Comments:

"Having experienced both as inpatient and day centre client the atmosphere between patients is variable due to the 'good day-bad day syndrome'. Very impressed by the staff and volunteers."

"General environment and surroundings are peaceful and pleasant. It is a great pleasure to come to the day centre."

"It is such relaxing surroundings and stress free."

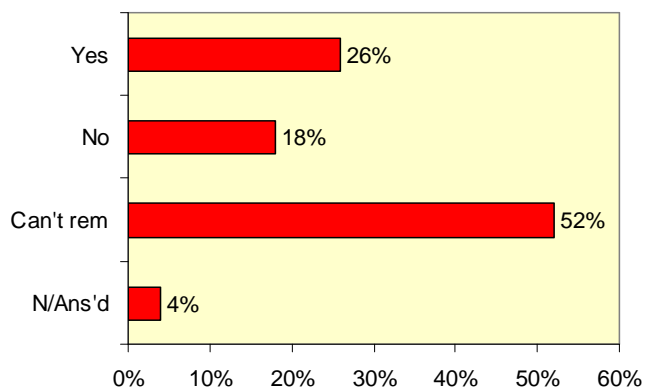
"I believe the centre is a vital lifeline to the people of Colchester and surrounding areas. It has helped me to deal with my terminal illness as well as be able to talk freely about it with both staff and visitors. I love them all."

"I find the vegetables too hard for me. I know I have no teeth but can manage most things. I do like veg but cannot chew them."

"It's a pity the car park facilities are not too generous. I found once I took myself to my appointments at the hospice I was panicking beforehand about maybe not being able to park so it was not particularly conducive for the session I was going to attend. It was like you needed a massage to calm yourself down from the drive and parking rather than for its actual need."

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

Yes	7 (26%)
No	5 (18%)
Can't Remember	14 (52%)
Not Ans'd	1 (4%)



Q19 Any more comments or suggestions to help us improve our day-care service?

"No, thanks for your help."

"Obviously a few more voluntary experts would be of advantage. The ones that we have do an excellent job and the hospice would be the poorer without them."

"Would appreciate a quick verbal/visual check-up upon arrival at day centre."

"It would be more enjoyable to have inter-active pastimes as listed (on this form)." – [linked to comment in Q10b about unavailability of activities](#)

"Please, please can we have some shepherds pie or macaroni cheese on a Wednesday menu for lunch if poss. I love the food!"

"I am very happy coming here."

"Most beneficial, because we all have the same and can talk and get a good result."

"Yes, please find my records, then we can remember happy times in our lives."

"Not able to tick all the boxes as I've only just joined the Day Centre."