

St Helena Hospice

Registered charity number 280919

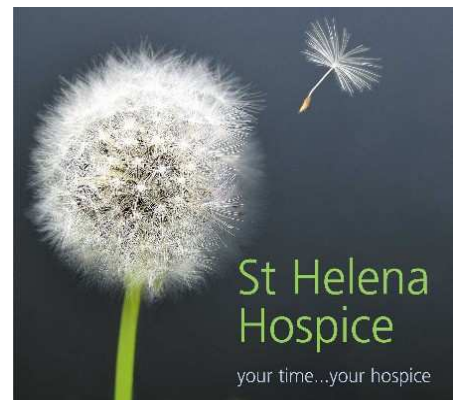
2009 Patient Survey Results

Colchester Inpatient Unit

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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 nursing staff giving the survey form to patients deemed well enough to complete it. As many patients are extremely poorly on admission the number of completed forms is understandably small. Patients are given an envelope with the form to ensure that they are 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.

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 Inpatient Unit staff for their help with this survey.

Results

There were **10** responses from Colchester Inpatient Unit patients.

Q1a How long did you have to wait for admission to the Inpatient Unit once a bed had been requested?

"No time at all."

"2 hours"

"2 days"

"3 days, as soon as there was a bed."

"About 3 days"

"A few days." x 2

"5 days"

"1 week"

"2 weeks"

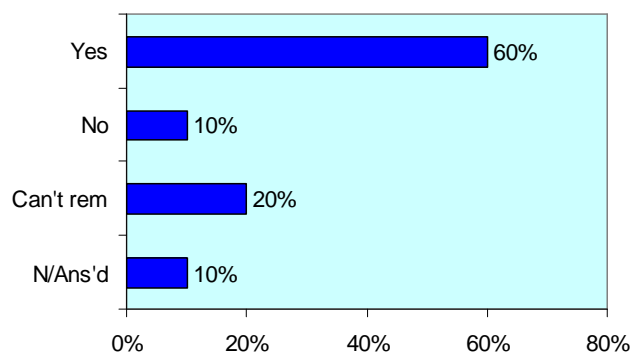
Q1b Was this wait acceptable to you/your family?

"Yes, extremely."

"Yes" x 9

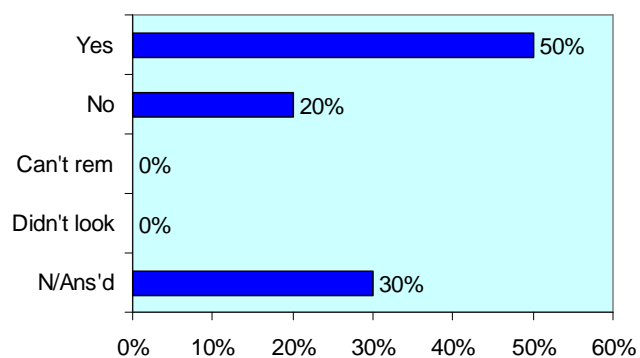
Q2 Were you given a leaflet called Inpatient Unit Admissions Information?

Yes	6 (60%)
No	1 (10%)
Can't remember	2 (20%)
N/Ans'd	1 (10%)



Q3a Was the leaflet helpful?

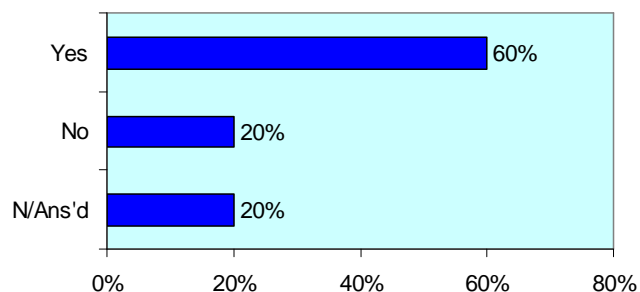
Yes	5 (50%)
No	2 (20%)
Can't remember	0
Did not look at the leaflet	0
Not Ans'd	3 (30%)



Q3b There were no suggestions for other information that could be useful.

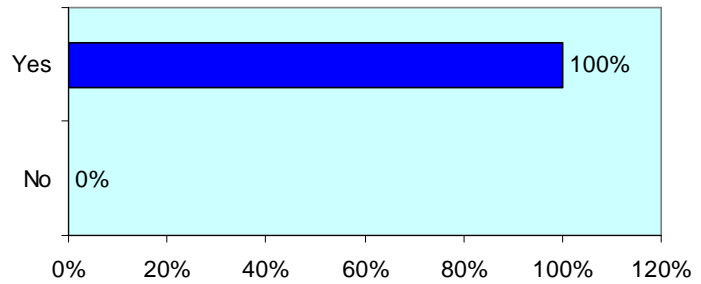
Q3c Are you aware that information is available in the hospice library for patients, family members and carers?

Yes	5 (60%)
No	2 (20%)
N/Ans'd	2 (20%)



Q4 Are you able to speak to a nurse or doctor as easily as you would like?

Yes 10 (100%)
 No 0



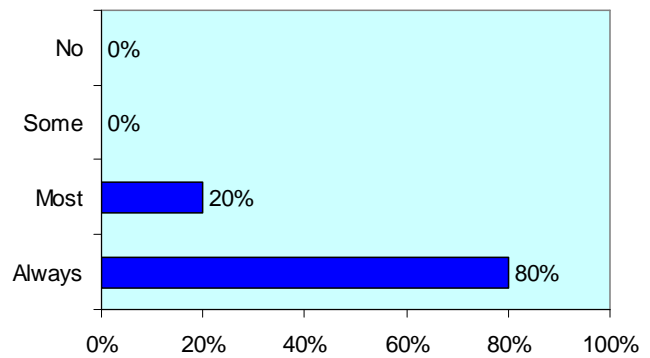
Comments

"There is always someone available."

Q5 Do the staff involved in your care:

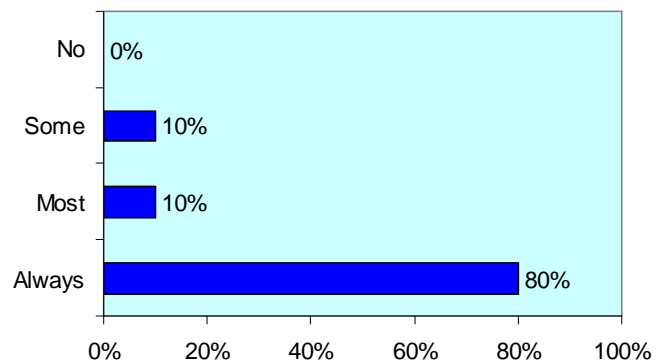
Q5a ... introduce themselves when they meet you for the first time?

No 0
 Some of the time 0
 Most of the time 2 (20%)
 Always 8 (80%)



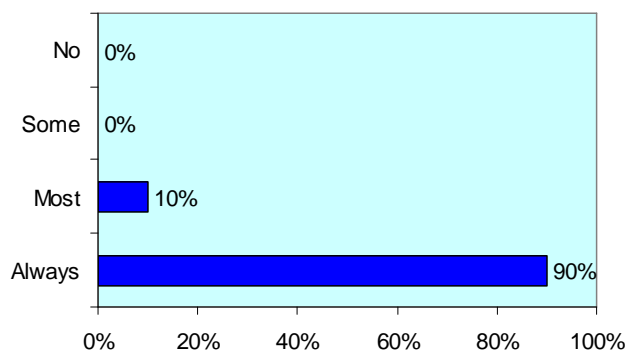
Q5b ... explain what they are doing?

No 0
 Some of the time 1 (10%)
 Most of the time 1 (10%)
 Always 8 (80%)



Q6 Overall, do you have confidence in the staff who are caring for you?

No	0
Some of the time	0
Most of the time	1 (10%)
Always	9 (90%)



Comments

“Excellent at all times.”

“Staff are top notch.”

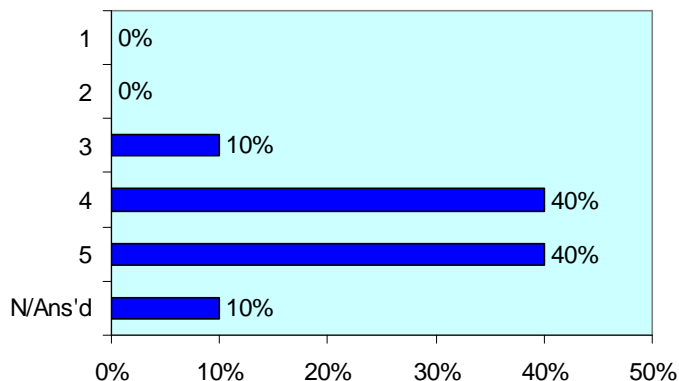
“The staff go overboard in the provision of care.”

“We feel we could not wish for any better care – thank you.”

Q7a Did you feel you were involved in planning your care?

(1 = not involved, 5 = fully involved)

1	0
2	0
3	1 (10%)
4	4 (40%)
5	4 (40%)
Not Ans'd	1 (10%)

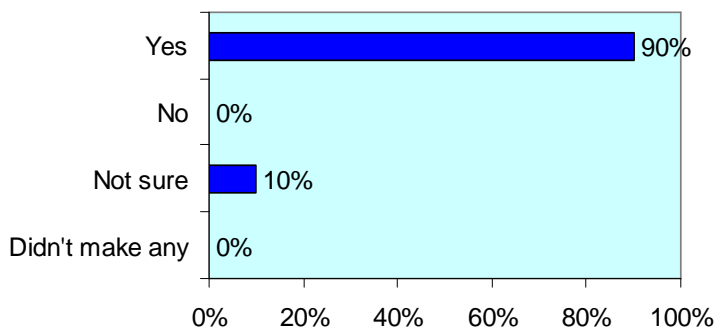


Suggestions as to how we could involve you more:

“Consultants have to have holidays”

Q7b Do you feel you are fully supported in any decisions you have to make?

Yes	9 (90%)
No	0
Not sure	1 (10%)
Not had to make any	0

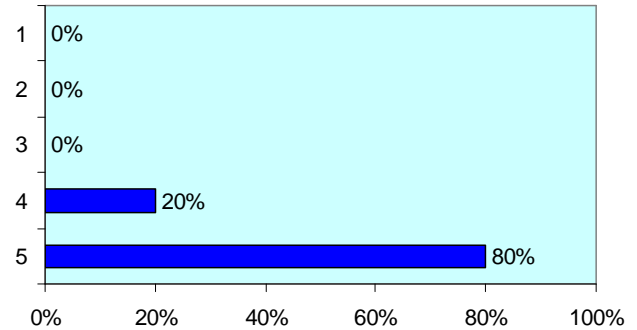


Q7c There were no suggestions about how we could involve you more.

No comments received

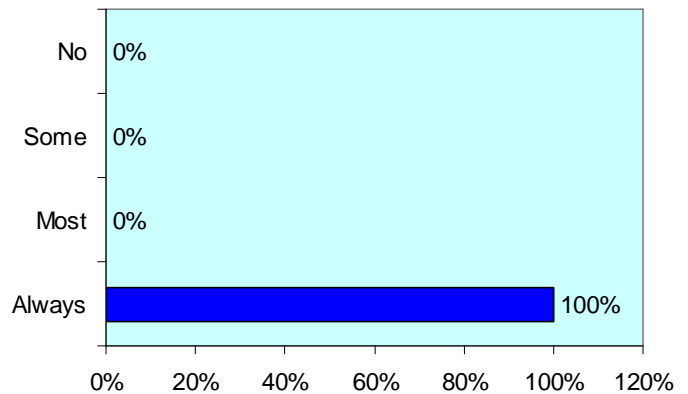
Q8 How effectively do you feel the Inpatient team respond to your individual medical and nursing needs? (1 = poorly, 5 = very well)

1	0
2	0
3	0
4	2 (20%)
5	8 (80%)



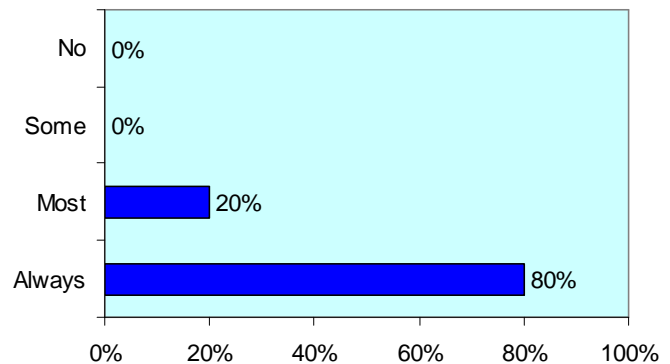
Q9 In general, do you feel you are treated with respect?

No	0
Some of the time	0
Most of the time	0
Always	10 (100%)



Q10 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 (20%)
Always	8 (80%)

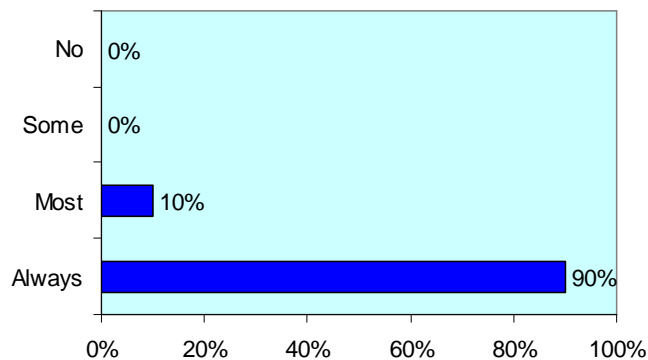


Comments

No comments received

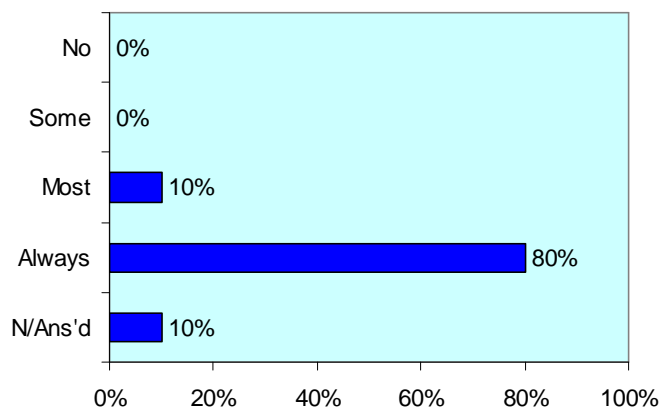
Q11 Do you have the opportunity to ask questions whenever you want to?

No	0
Some of the time	0
Most of the time	1 (10%)
Always	9 (90%)



Q12 Do you have enough time to make decisions about your care?

No	0
Some of the time	0
Most of the time	1 (10%)
Always	8 (80%)
N/Ans'd	1 (10%)



Q13a Activities you have taken advantage of during your stay in the Inpatient Unit?

Activity	Participants	Average marks out of 10
Bath	5	9.6
Books	2	10
Chiropody	2	10
Films/DVDs		
Garden	4	10
Hairdressing	3	8.3
Jacuzzi	3	9.7
Massage	3	10
Music/CDs for relaxation	1	10
Newspapers	4	9.7
Reflexology	2	10
Surfing the internet	1	10

Q13b Any improvements to existing activities/therapies or any additional ones you would like to see?

No comments received

Q14a How has being in the Inpatient Unit made you feel?

"Extremely welcome and well cared for at all times"

"Overall happier and better."

"very comfortable and reassuring."

"Much better."

"Very secure and very well cared for."

"I feel fully supported and relieved that any pain is now being dealt with. It is reassuring for all my family that I am getting the care I required."

"Everything fine."

"Not been here long enough"

Q14b What has helped and what hasn't?

"All doctors and staff, in fact everybody involved in the hospice are always very helpful, nothing is too much trouble."

"Nurses have helped. All suggestions have helped."

"Very quick help whenever I have asked for it."

"The care and constant supervision from nursing staff. Doctors could be more available."

"Everything has helped us."

"Being kept informed by the nurses and doctors."

Q15a How do you feel about the room you are in? (eg. best things – worst things)

"Lovely and bright, French doors with lovely flowers to look at."

"Brilliant – I like it. See the comings and goings."

"Excellent."

"Great."

"Satisfied"

"It is absolutely beautiful."

"Excellent. All facilities I would have at home."

"Very light, roomy and airy."

"Absolutely appalling switches for lights even some nurses don't understand them. Badly planned 13amp sockets. Comfortable, spacious, clean."

Q15b Do you have any comments about the other parts of the hospice? (eg. lounge, chapel, gardens, family room etc)

“Every individual room is exceptionally good. Everything you could want or need is here.”

“Gardens are lovely. I am unable to access lounge or chapel due the the fact I am bed bound.”

“All very good.”

“Satisfied”

“Lovely – almost like being at home.”

“The gardens are lovely. Kept to a very high standard.”

“Great gardens – makes you feel completely at home.”

“Maintained to a high standard.”

Q16 Please comment on the catering service, menu offered and how well the catering staff respond to any special requests

“All food and drink is a very standard. Couldn’t ask for better.”

“Food is lovely. Catering staff are good.”

“catering – excellent; menu – very good; catering staff – very quick and efficient.”

“The food is very good. Staff always offer alternative menus where required.”

“Superb! Our every need has been catered for.”

“Excellent. Always willing to cook what I feel like eating if not on the menu.”

“Great”

“Catering staff good.”

Q17 What improvements, if any, to the catering service would you like to see?

“None”

“Larger portions (ie. offer small, medium and large portions.)”

“Nil, as the service is very good.”

Q18 Please comment on the standards of hygiene in the Inpatient Unit (eg. best things, worst things, possible improvements)

“Exceptional at all times.”

“Clean everyday – happy.”

“The standard is high at all times.”

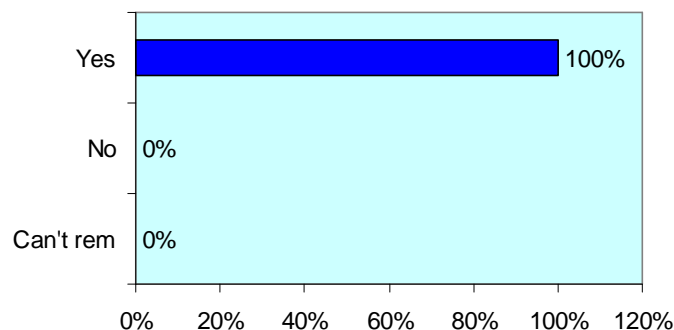
“First class”

“Unit is very clean”

“Seems good.”

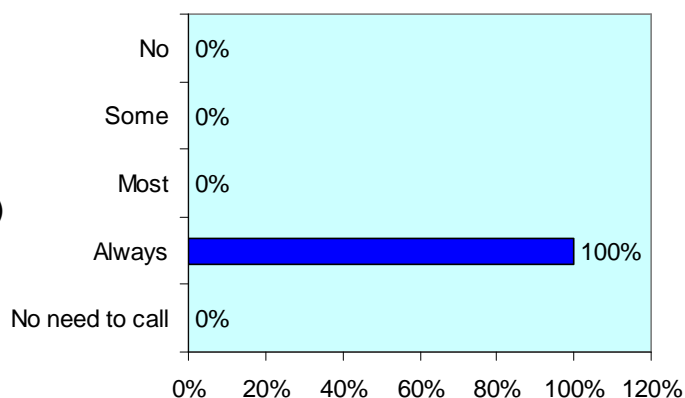
Q19a While in our care were you told how to call for help?

Yes	10 (100%)
No	0
Can't remember	0



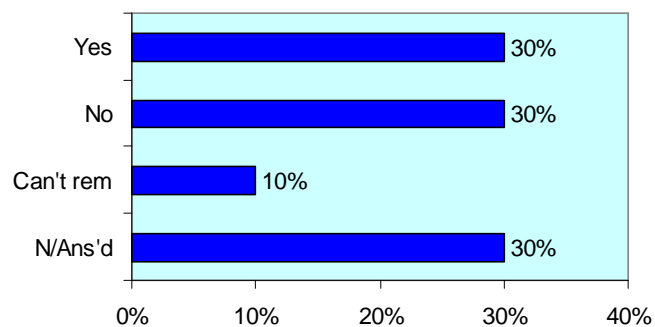
Q19b If you needed to call for help, were you satisfied with the response?

No	0
Some of the time	0
Most of the time	0
Always	10 (100%)
Did not need to call for help	0



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

Yes	3 (30%)
No	3 (30%)
Can't remember	1 (10%)
N/Ans'd	3 (30%)



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

"The hospice really is a warm and caring exceptional place, thanks enough can't be expressed for how this place has helped mum and our family.

"The care, staff and everybody, have been super."

"A fantastic place."

"Just keep up the standards that are in place."