

# St Helena Hospice

Registered charity number 280919

## 2009 Patient Survey Results

# Tending Day Services

Prepared by: Ken Aldred for the St Helena Hospice Partnership Group

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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.

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 Partnership Group understands that approximately 40 patients attend the Tendring Day Services, yet only 14 responses were received. The group will undertake a study with the Day Services team to try to understand why the percentage completed should be so low.

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 Tendring Day Services team for their help with this survey.

## Results

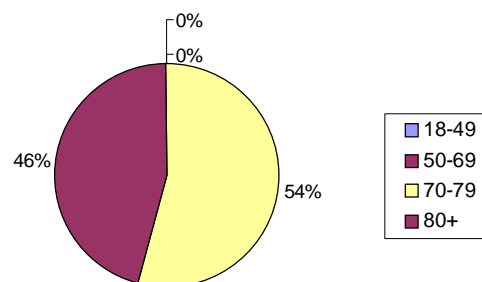
There were **14** responses from Tendring Day Services patients.

### Q1 About you:

Of the 14 respondents, 10 were male, 3 female and 1 did not complete this question.

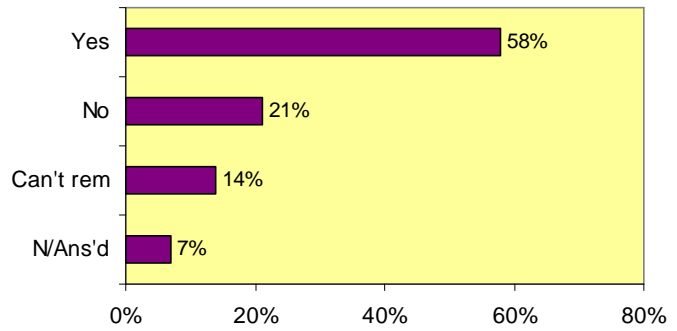
The Age Profile of the sample was

18-49	0 ( 0%)
50-69	0 ( 0%)
70-79	7 (54%)
80+	6 (46%)



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

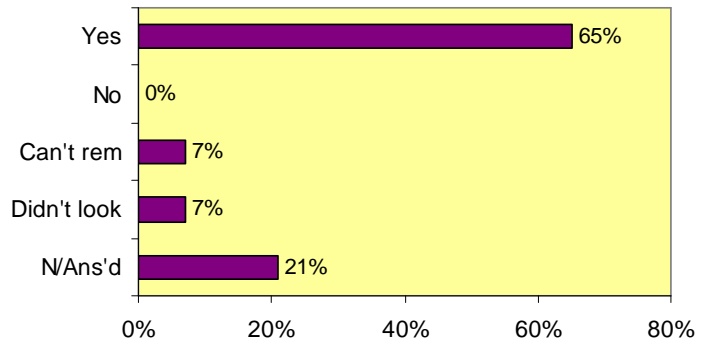
Yes	8 (58%)
No	3 (21%)
Can't remember	2 (14%)
Not Ans'd	1 ( 7%)



**Q3a If you looked at the booklet, was it helpful?**

Note: Two respondents indicated Yes to this question but didn't answer the preceding one. We must assume they were aware of the booklet but we have left the results of question 2 unaltered.

Yes	9 (65%)
No	0
Can't remember	1 ( 7%)
Did not look at booklet	1 ( 7%)
Not Ans'd	3 (21%)

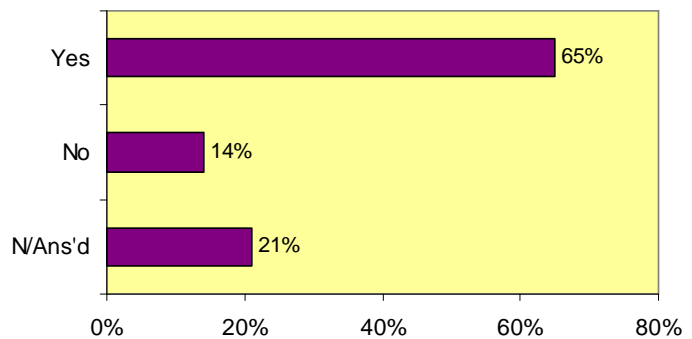


**Q3b Do you have any suggestions for other information that would be useful?**

*No comments*

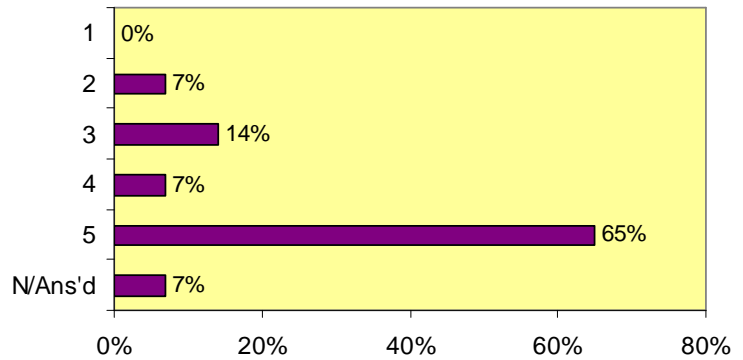
**Q3c. Are you aware that information is available in the hospice library for patients, family members and carers?**

Yes	9	(65%)
No	2	(14%)
Not Ans'd	3	(21%)



**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	1 ( 7%)
3	2 (14%)
4	1 ( 7%)
5	9 (65%)
N/Ans'd	1 ( 7%)



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

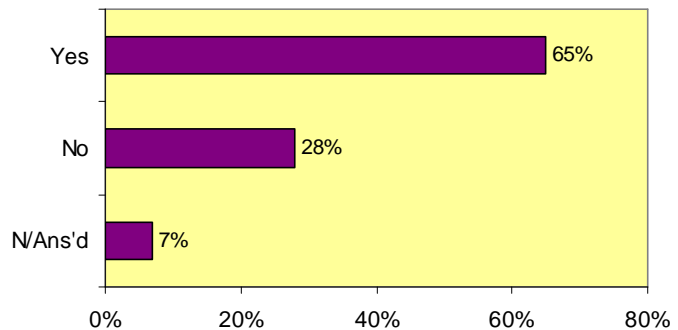
*"No, everything was explained in layman's terms."* – linked to score of 2!

*"I do not think so - there is tranquillity and peace here."* – linked to score of 3.

*"I was treated well and made to feel I belonged."* – linked to score of 5.

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

Yes	9 (65%)
No	4 (28%)
N/Ans'd	1 ( 7%)



Comments:

*"Very efficient."*

*"Magic"*

*"Excellent"*

*"No, apart from saying how kind and helpful they are."*

*"Very good – drivers always, kind, helpful and friendly."*

*"Very good"*

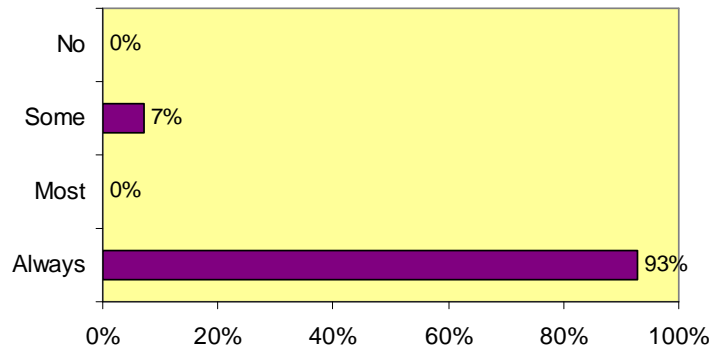
*"Good and reliable."*

*"P is very considerate and helpful."*

**Q7 When attending the Centre:**

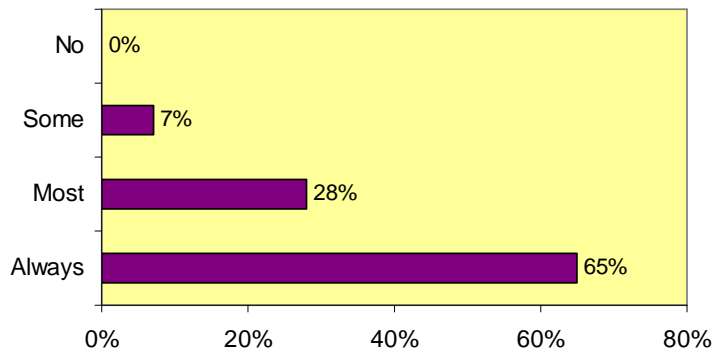
**7a Do the staff introduce themselves when they meet you for the first time?**

No	0
Some of the time	1 ( 7%)
Most of the time	0
Always	13 (93%)



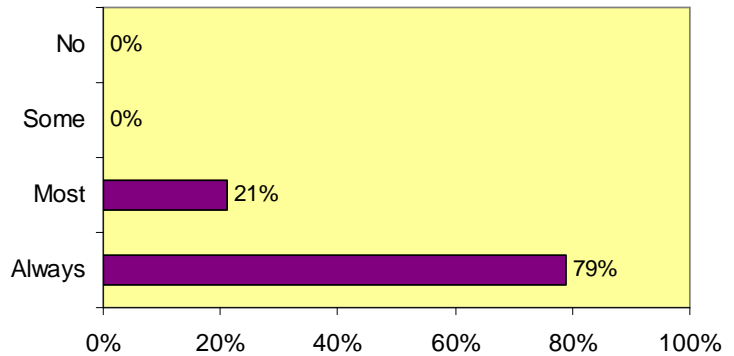
**7b Do the staff explain what they are doing?**

No	0
Some of the time	1 ( 7%)
Most of the time	4 (28%)
Always	9 (65%)



**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 (21%)
Always	11 (79%)

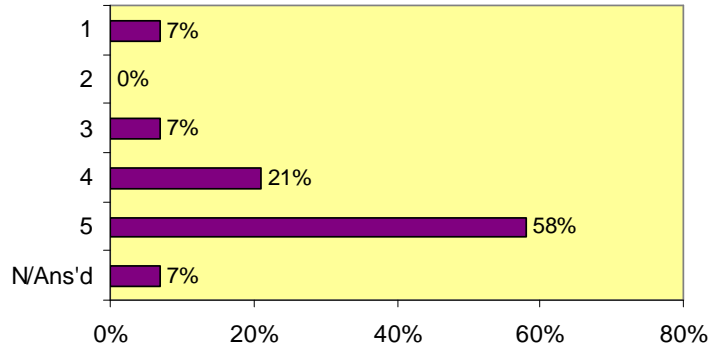


**Comments:**

- "Always warm and friendly."*
- "I'd like to take 'em all home."*
- "Not sure how to answer this question."*
- "I love Thursday when I come."*
- "They are very good – made to feel like old friends."*

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

1	1* ( 7%) .
2	0
3	1 ( 7%)
4	3 (21%)
5	8 (58%)
N/Ans'd	1 ( 7%)



\*Note: No reason or comment provided for score of 1.

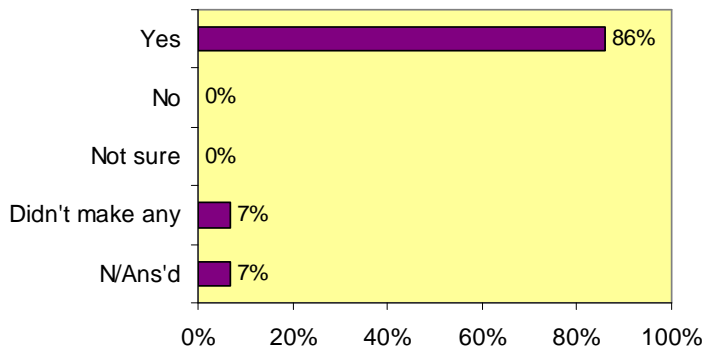
**If you were not satisfied, do you have any suggestions as to how we could involve you more?**

:

*“Could not do more”*

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

Yes	12 (86%)
No	0
Not sure	0
Not had to make any	1 ( 7%)
N/Ans'd	1 ( 7%)



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

Activity	Participants	Average marks out of 10
Bath	2	10
Bingo	4	7.8
Board games	3	8
Card making	0	
Chiropody	6	9.7
Fatigue management	1	10

Activity	Participants	Average marks out of 10
Manicure	2	10
Massage	6	8.8
Music for leisure	3	10
Playing cards	4	9.75
Reflexology	1	10
Shiatsu	0	

Gardening	0	
Hairdressing	0	
Jacuzzi	1	10
Lunching	8	9.6

Surfing the internet	0	
Trips out	0	
Talking	8	7.9
Xmas party	7	9.7

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

*"Happy to sit and watch (what) is going on."*

*"Trip out."*

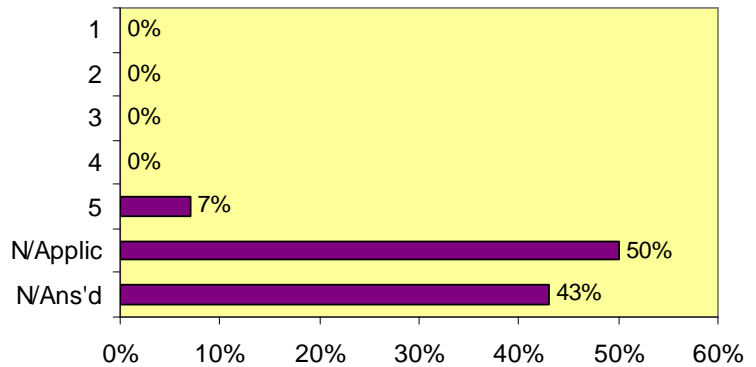
*"It would be helpful to have the trees down the centre of the room taken away."*

*"This question hard to answer as I have not been involved in the other activities and was not aware of most of them."*

*"Regular aromatherapy."*

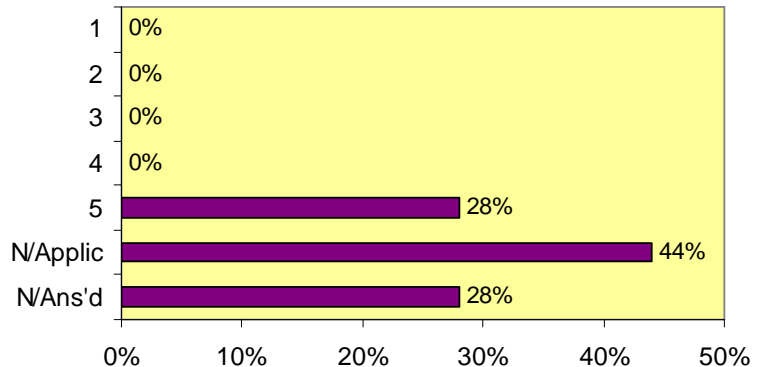
**Q11a How supported did you feel when a group member had been discharged? (1 = unsupported, 5 = fully supported)**

1	0
2	0
3	0
4	0
5	1 ( 7%)
Not Applic	7 (50%)
Not Ans'd	6 (43%)



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

1	0
2	0
3	0
4	0
5	4 (28%)
Not Applic	6 (44%)
Not Ans'd	4 (28%)

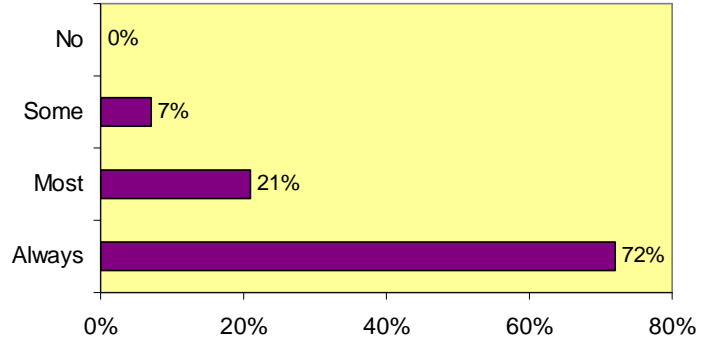


**11c If you were not satisfied, do you have any suggestions about how we could improve our support?**

*"I am fully satisfied."*

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

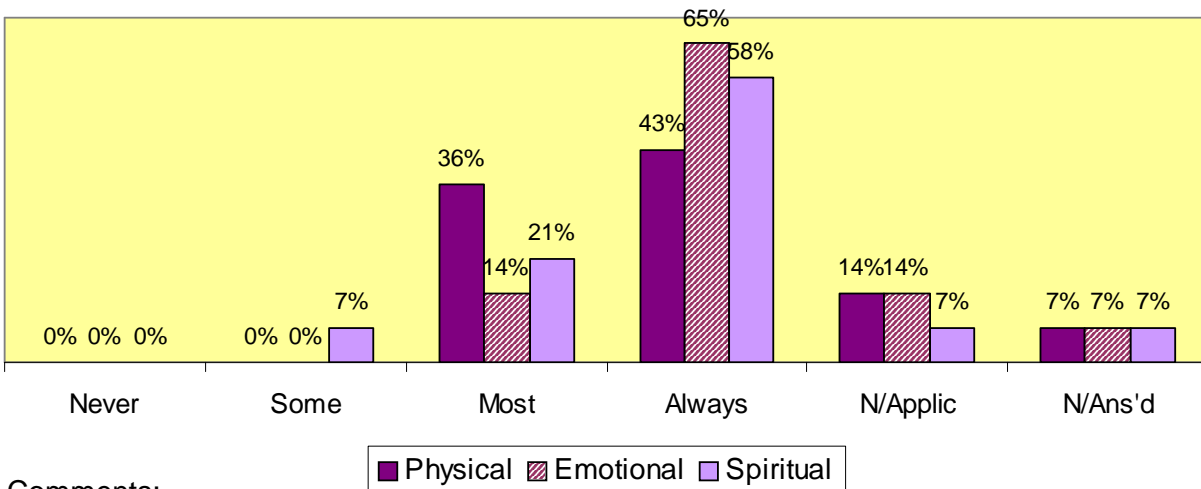
No	0
Some of the time	1 ( 7%)
Most of the time	3 (21%)
Always	10 (72%)



Note: Due to a clerical error one survey form was issued without page 5, hence there were only 13 responses for questions 13 – 16. For presentation consistency this has been shown in these question results as Not Answered.

**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 ( 7%)
Most of the time	5 (36%)	2 (14%)	3 (21%)
Always	6 (43%)	9 (65%)	8 (58%)
Not Applic	2 (14%)	2 (14%)	1 ( 7%)
Not Ans'd	1 ( 7%)	1 ( 7%)	1 ( 7%)

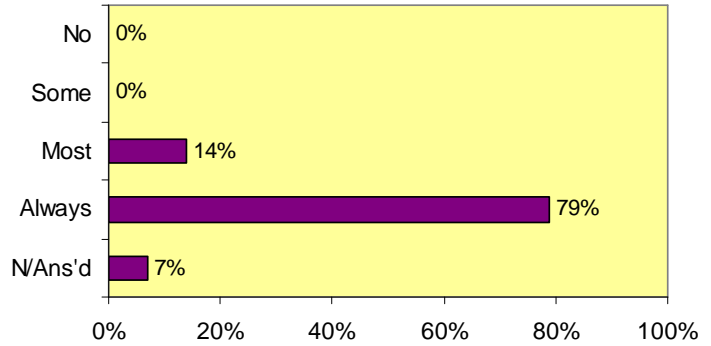


Comments:

*"The Day Centre does its best to do anything for you."*

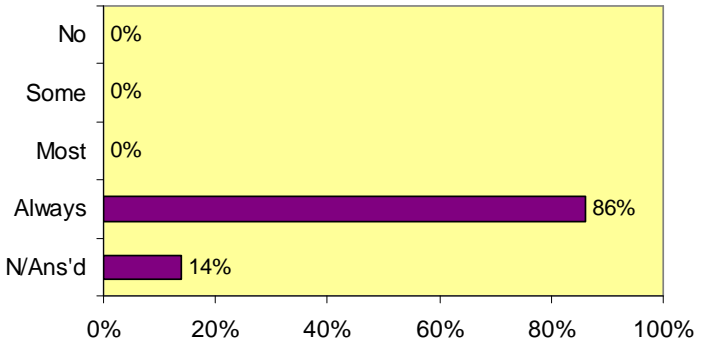
**Q14 Do you feel you are treated with respect?**

No	0
Some of the time	0
Most of the time	2 (14%)
Always	11 (79%)
Not Ans'd	1 ( 7%)



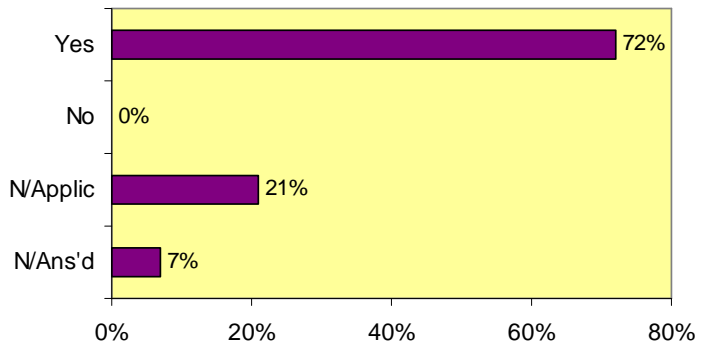
**Q15 Do you feel your privacy is respected? (for example, when being examined or during discussions with staff)**

No	0
Some of the time	0
Most of the time	0
Always	12 (86%)
Not Ans'd	2 (14%)



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

Yes	10 (72%)
No	0
Not Applic	3 (21%)
Not Ans'd	1 ( 7%)



**Comments:**

*“Very good. I enjoy going to the Centre.”*

*“Meeting patients and staff who deal with the same problems and experiences is a big bonus.”*

*“I feel a lot calmer and at ease when I come to the Centre. It is nice to get out and meet all the friends I meet at the craft centre as well.”*

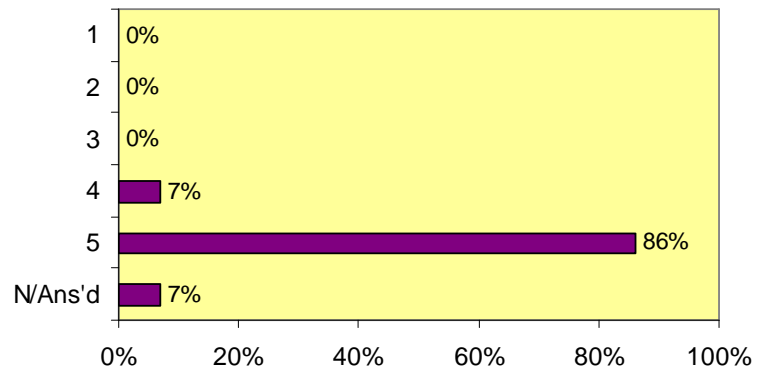
*“Maybe I would have enjoyed it more if there had been more people on Fridays, or on another day if I had been asked - more to talk to or interact with. It was rather quiet on Fridays.”*

*"A great benefit to me."*

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

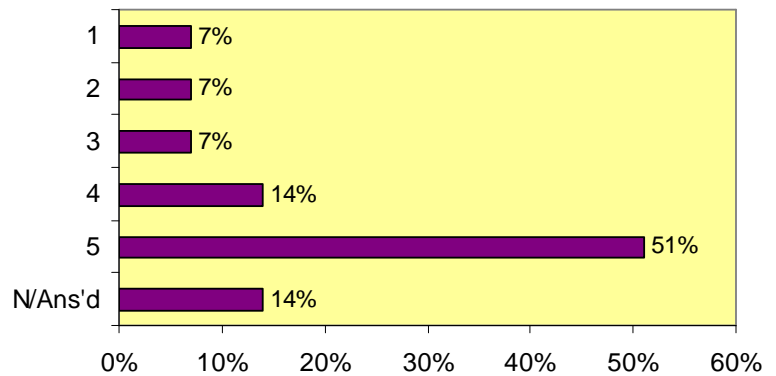
**Cleanliness**

1	0
2	0
3	0
4	1 ( 7%)
5	12 (86%)
Not Ans'd	1 ( 7%)



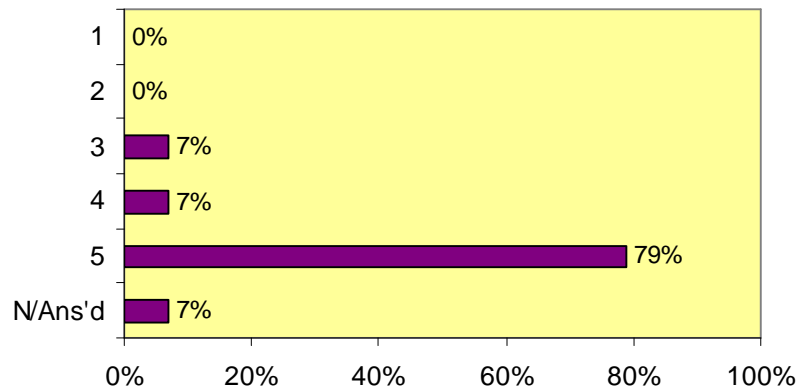
**Catering**

1	1 ( 7%)
2	1 ( 7%)
3	1 ( 7%)
4	2 (14%)
5	7 (51%)
Not Ans'd	2 (14%)



**Environment**

1	0
2	0
3	1 ( 7%)
4	1 ( 7%)
5	11 (79%)
Not Ans'd	1 ( 7%)



Comments:

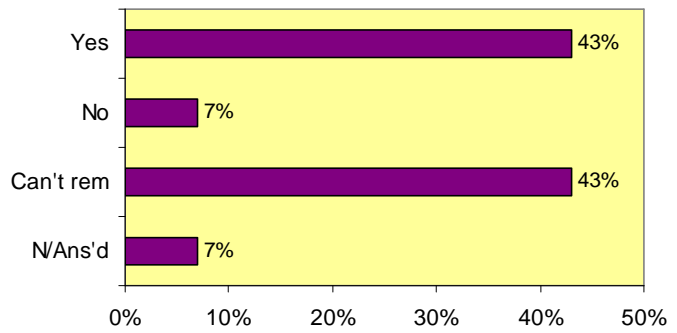
*"I find the centre a very pleasant experience."*

*"Catering is good (score of 4) when we have a cook."*

*"Just to say, keep carrying on providing such a vital and necessary service to those in such great need, if you can."*

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

Yes	6 (43%)
No	1 ( 7%)
Can't Remember	6 (43%)
Not Ans'd	1 ( 7%)



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

*"I'm very happy with the Day Care."*

*"I personally would like more trips out."*

*"You are doing fine."*

*"Monday patients miss out on Bank Holidays plus many other closures for repairs, shortage of staff etc."*

*"As I attended on Fridays, which was always quiet with only a few in attendance, I cannot say. I have enjoyed my time at St Helen's in Clacton. I have felt comfortable and relaxed at all times and always found the staff very kind and helpful and caring. Many thanks to all."*

*"Keep up the good work. Thank you."*

*"It is so very good. I love coming here."*