

**Summary of Patient and Carer Questionnaires**  
**Conducted February 2009**

**Results from patient survey:**

- 45% of questionnaires given out were returned.
- Overall the level of support and care given by the hospice team was considered excellent/good
- Access to the hospice was considered excellent
- Communication between the hospice and the patient was considered excellent.
- The patient who ticked 'poor' for discharge planning made this comment:

"I was upset when I received a letter stating discharge from Macmillan Nurse Service. Reassured when told am now under Day Hospice Staff, letter ambiguous."

- The patient who ticked 'poor' for information received prior to accessing the service was a Day Hospice patient.
- Patient involvement in decision making about their treatment was rated as excellent/good.
- The co-ordination of care and support between the various health professionals involved in palliative care, such as GPs, nurses, specialists, hospice team was considered excellent/good.

**Results from carers survey:**

- All found it was easy to access the service
- Support given to the patient by the hospice was considered excellent/good.
- Support given to the carer by the hospice was less clear, many did not answer all of the categories. One carer who ticked 'poor' to physical, emotional/psychological and social/peer support wrote the following statement:  
"As a carer it can be a lonely path, after the carers course there was no follow up. Would like more integration with day hospice and staff. A place where carers can also get support if needed."
- One carer ticked that they did not receive any support in any of the categories – they did not write any further comments.
- In response to the question:  
"If you feel that the support given to yourself or the patient is not of the required standard, what would you like the hospice to do in order to improve this?"

We received the following answer:

"The only thing I did find is that, when a patient is coming towards the end, that they would be given the buzzer to hold, but they are unable to press it because their feelings in their hands have gone, and may be needing help. I feel at this time you need to keep a closer eye on them, and a more regular check on them because they are unable to call you, or to press the buzzer. So you will have to start doing the thinking for them at this point."

- Section 3 of the questionnaire asks for the overall view of support and care given to the patient (which was rated 90% excellent) but does not ask for the overall view of support and care given to the carer.

**Recommendations:**

- Review the information given to all patients by the hospice and the Community team before they access the service/when they are first referred.
- Review the support and services offered to carers and the information available to them.
- Find out what 'extras' are available for the nurse call system to make it easier for patients to get the attention of the care team. (The need for this was also highlighted in the patient accident audit conducted in April 09).
- Add an extra question to section 3 of the Carer Questionnaire asking for the overall view of support and care given to carers.