

Patient & Family Experience Survey

2019/20 KEY TAKEAWAYS



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Introduction

Getting User Feedback

It is the policy of Keech Hospice Care to listen to, act upon and value the feedback received from any and all stakeholders, whether it be positive or negative, formal, or informal, verbal or written, anonymous or identifiable.

At Keech Hospice Care, service improvement is a continuous and vital aspect of providing the best care our patients can possibly receive. Feedback from those who use our services allows an insight and understanding of our current services, and how they may be improved in the future. The Hospice collects these views in many ways, for instance:

- A 'Comments, Compliments and Complaints' leaflet is made available in all patient areas. We review all responses received, treating them as learning and improvement opportunities.
- Quarterly inspections conducted by the Trustees and the Clinical Director which include consultation with patients, families, volunteers, and staff.
- Individual patients or patient groups (rather than focus groups) may be consulted periodically to have input into service developments, information literature, etc. This includes youth engagement or 'Keech Can' as identified by the young people.
- PLACE surveys
- Safety week

Furthermore, Experience Surveys (including the 'Friends and Family Test') for patients, families and carers are carried out throughout the year. These are sent to service users who have received 6 episodes of care. Surveys are sent out monthly to ensure as many patients and family members have an opportunity to give their feedback as possible. A copy of the surveys is included in the appendix.

Throughout the year (April 2019 - March 2020), surveys were sent out to all Keech Hospice Care service users who received 6 episodes of care between April 2019 and March 2020 (excluding any patients considered too poorly to receive a questionnaire). A prepaid response envelope was provided with all surveys.

Results

What were the user's feedback?

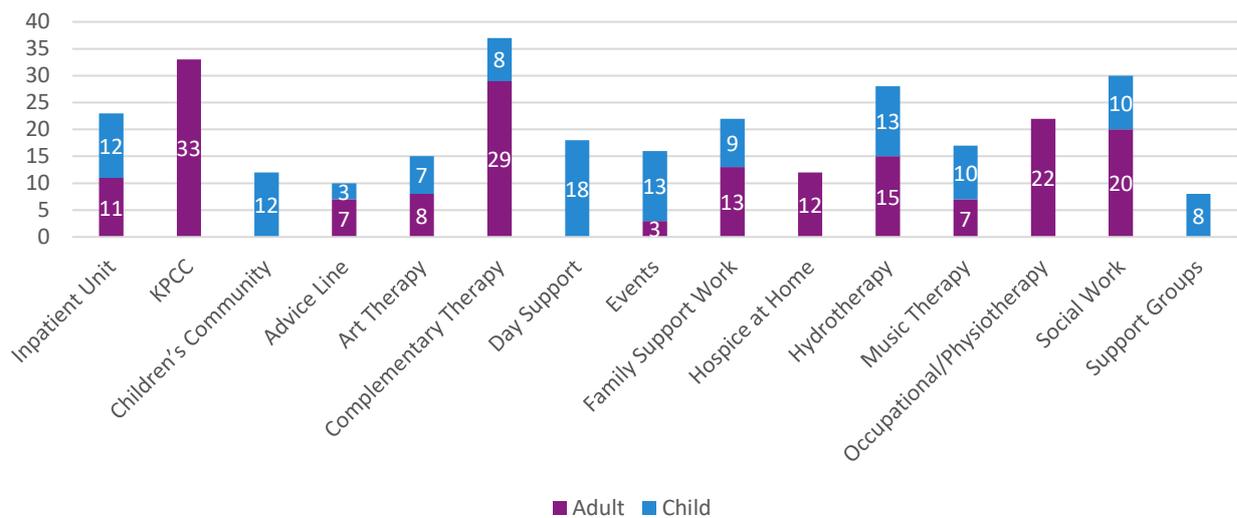
Response Rate

A total of 430 surveys were delivered over April 2019 - March 2020, out of which 100 were completed and returned. This is a response rate of 23.3%. A breakdown can be seen below.

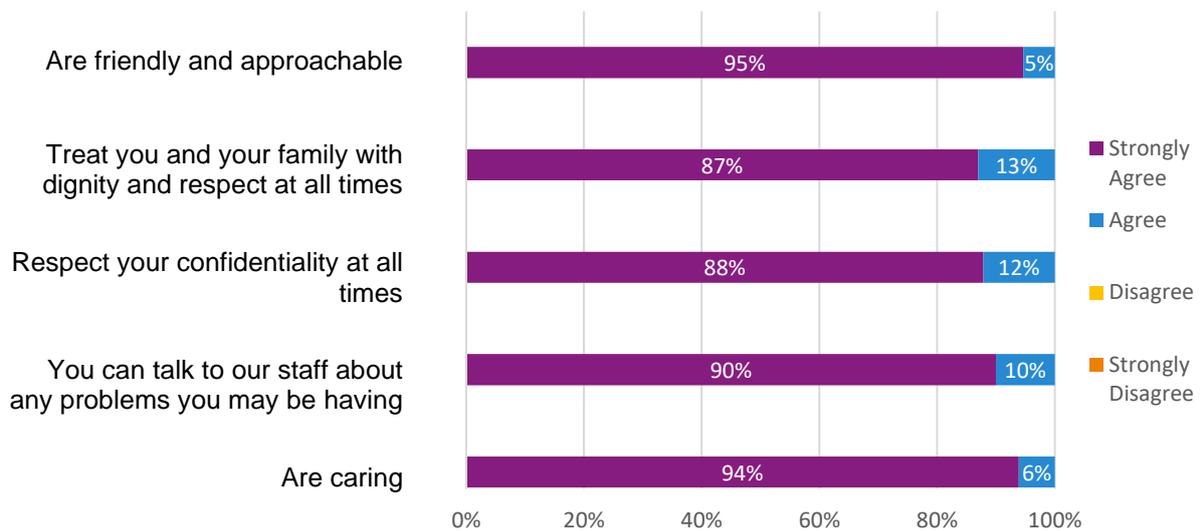
	No. of surveys sent out	No. of responses	Response rate
Adult's	164	67	40.9%
Children's	266	33	12.4%
Total	430	100	23.3%

Our Services

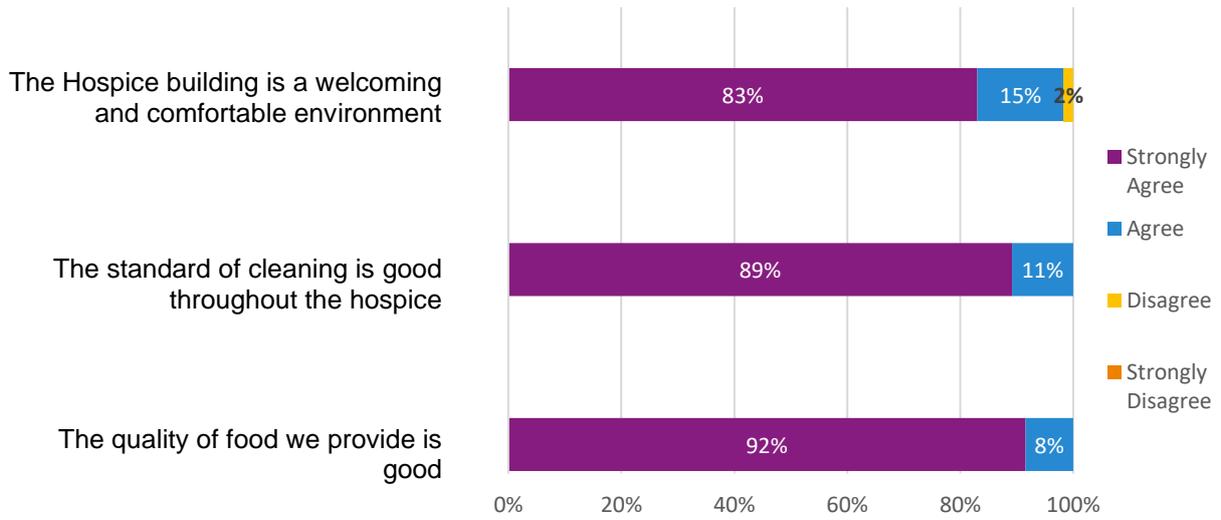
Which Services have Patients and Families Used?



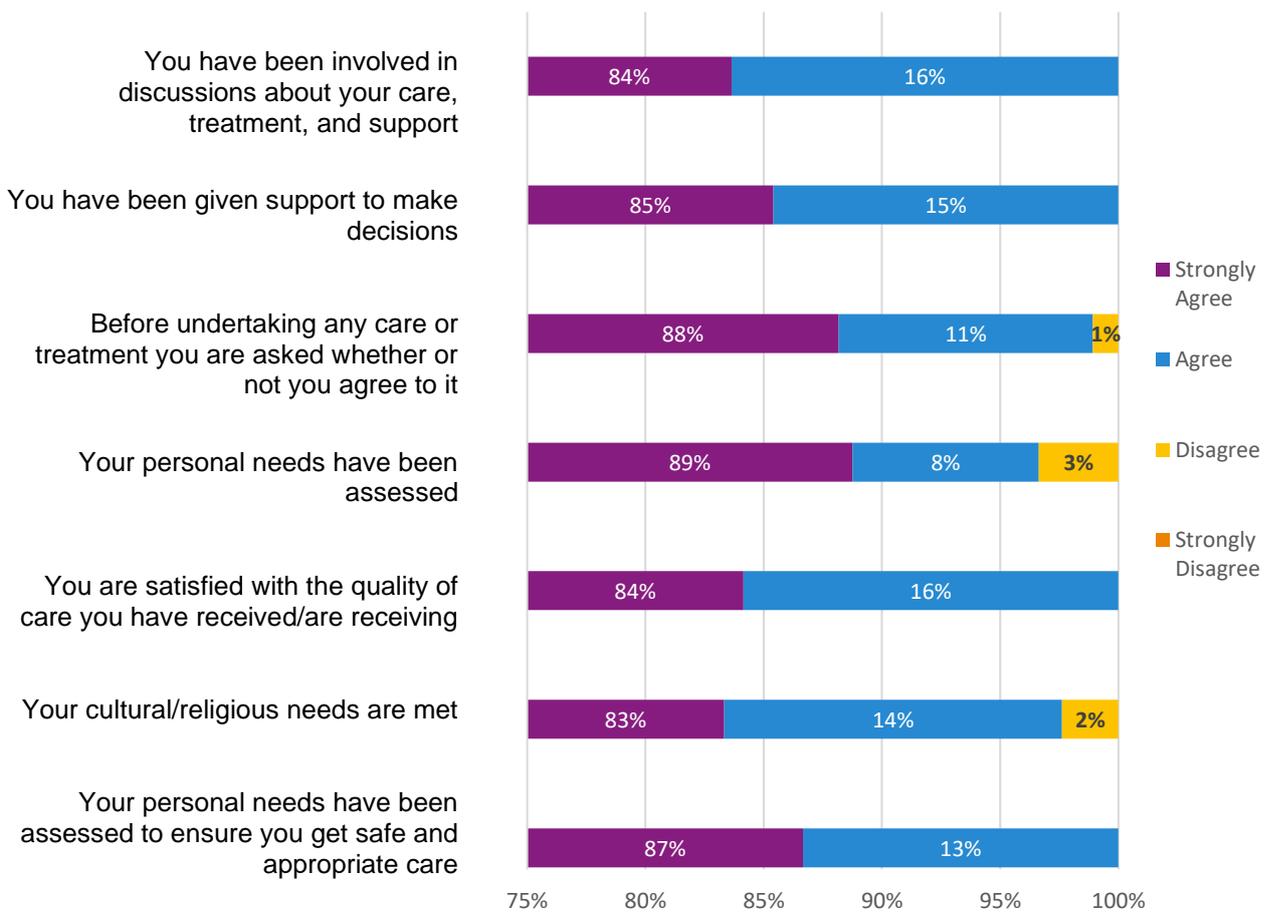
Our Staff



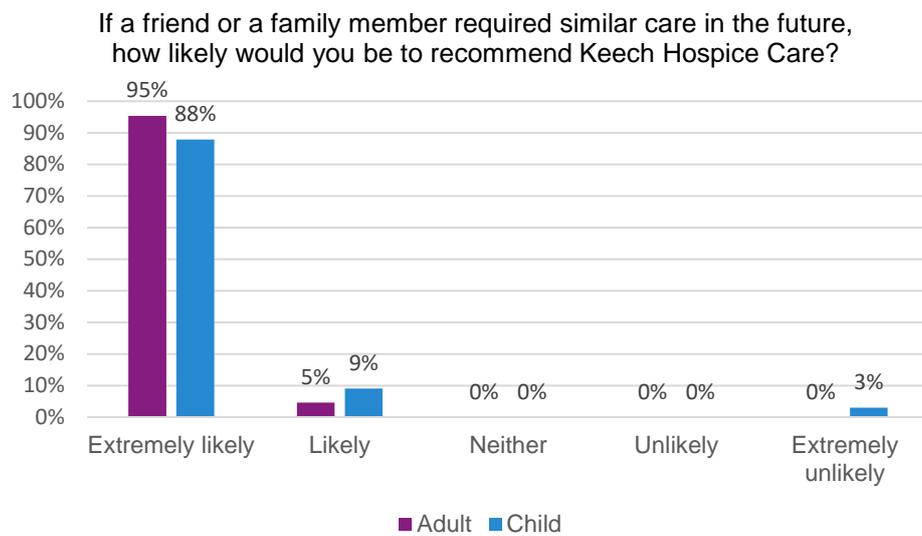
Our Facilities



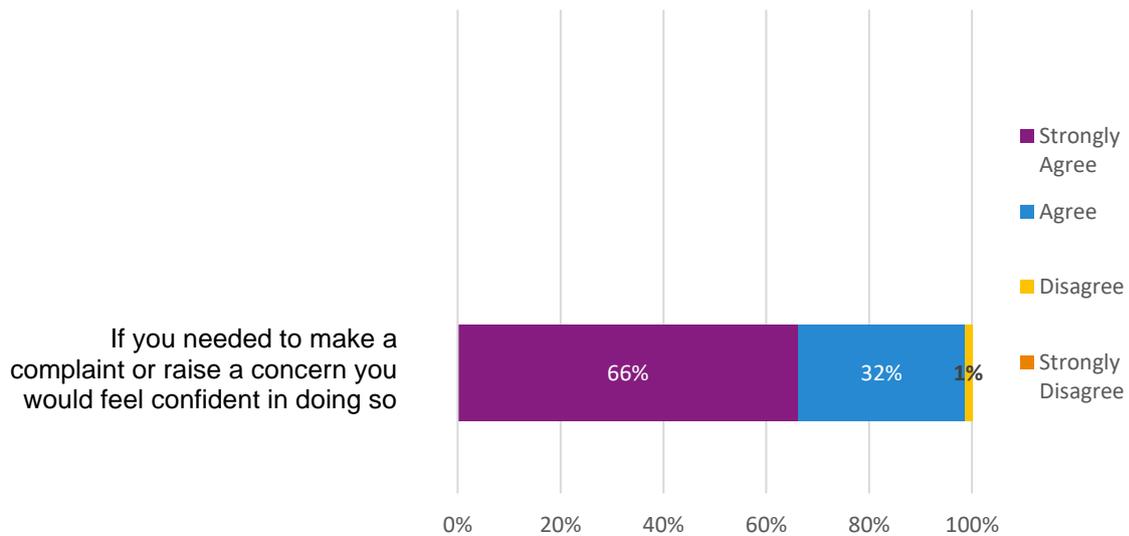
Quality of Care



Recommending Friends & Family



Giving Feedback/Raising Concerns



Comment	Our Response
"It would be nice to have a singing group [i.e. for 'patients' - users of Keech]. Good for lung conditions but especially for wellbeing generally"	This is something we would like to offer, unfortunately, at present, capacity does not allow for another group to commence. The development of a singing group will be for future services.
"In an ideal world the independence and wellbeing service would have its own dedicated space, more changing rooms would be available for the hydrotherapy pool, there could be a bit more focus on the religious/spiritual needs of patients."	The works for the Wellbeing Centre has been completed in January 2020 which includes a dedicated gym space for patients. There are potentially plans to update the Hydrotherapy changing rooms so that the larger changing rooms all have the same facilities. It is unlikely there will be space for further changing rooms. Religious/spiritual needs – this is very individual and forms part of the holistic need's assessment; We do have the quiet room which contains religious artefacts for several religions. As detailed below, the new Chaplain commenced his role in June. He will be responsible for the development and leading of a Spiritual Care team.
"I never did the hydrotherapy pool. Maybe set up a 'tick list' for outpatients to try all facilities. 'Don't know' about cultural/religious needs: "I didn't see a chapel...?"	The Hydrotherapy pool is used by patients that have an appropriate assessed need for the facility. This is discussed with the patients. There is no chapel, but there is a quiet room that can be used for religious and Spiritual needs of patients, families, and visitors. The new Chaplain commenced his role in June. He will be responsible for the development and leading of a Spiritual Care team.
"Opening the hydrotherapy pool over the weekend"	The Hydrotherapy pool is used by external hirers at weekends, however there are fortnightly family swims on a Saturday and inpatients have access to the pool at weekends should there be an assessed need for this and staff availability to facilitate.
"Toilets could do with a clean or update them"	Toilets are cleaned daily by our housekeeping team and a cleaning schedule is available in each location. Signs are displayed informing the public who to contact if a toilet requires housekeeping attention.
"Quality of cooked food"	Our catering function is provided by an external company and all feedback regards the food is shared with them. All food is cooked on-site, fresh on the day. We try to offer a wide variety of food and encourage feedback.
"We live approx. 1hr30mins away, so it turns into a day event for a 2hr visit. It would be good if some services were also more local to us in Bishops Stortford."	We are starting a Community Tots and Toys group nearer to this area on one Tuesday a month from September 2019. We are hopeful to build on the delivery of our Community support services once this is established.

Evaluation

Responses to this survey were generally excellent and extremely complimentary about the experiences with Keech Hospice. There were lots of positive feedback and some great suggestions for improvements. This survey allows the Hospice to identify any area or service that impact on the quality of care for a patient (or their friend/family).

Related Regulations



Care Quality Commission (CQC) Regulation 17e Good Governance:

"seek and act on feedback from relevant persons and other persons on the services provided in the carrying on of the regulated activity, for the purposes of continually evaluating and improving such services."

Appendix 1 - Patient Experience Survey



Patient Experience Survey

Are you:

A patient of Keech Hospice Care

A relative or carer



Our services

Which of these services have you used? (Please tick)

<input type="checkbox"/> Adult In-patient unit <input type="checkbox"/> Palliative Care Centre <input type="checkbox"/> Complementary Therapy (massage, reiki etc) <input type="checkbox"/> Social work support and advice <input type="checkbox"/> Events <input type="checkbox"/> Hydrotherapy Pool	<input type="checkbox"/> Hospice at Home <input type="checkbox"/> Art Therapy <input type="checkbox"/> Music Therapy <input type="checkbox"/> Occupational Therapy or Physiotherapy <input type="checkbox"/> Palliative care 24 hours advice line <input type="checkbox"/> Emotional support with family support worker (e.g. Steve, Ela, Lesley)
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 Our staff	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Our staff are friendly and approachable					
Our staff treat you and your family with dignity and respect at all times					
Our staff respect your confidentiality at all times					
You can talk to our staff about any problems you may be having					
Our staff are caring					
 Our facilities	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
<small>(tick N/A if you have not visited our hospice building)</small>					
The Hospice building is a welcoming and comfortable environment					
The standard of cleaning is good throughout the hospice					
The quality of food we provide is good					
Your personal needs have been assessed to ensure you get safe and appropriate care					

 Quality of care	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
You have been involved in discussions about your care, treatment and support					
You have been given support to make decisions					
Before undertaking any care or treatment you are asked whether or not you agree to it					
Your personal needs have been assessed					
You are satisfied with the quality of care you have received/are receiving					
Your cultural/religious needs are met					

 Giving feedback/raising concerns	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
If you needed to make a complaint or raise a concern you would feel confident in doing so					

What do you think Keech does particularly well? (Please continue on separate piece of paper if necessary)

Is there anything we could improve on? (Please continue on separate piece of paper if necessary)

If a friend or family member required similar care in the future, how likely would you be to recommend Keech Hospice Care?

Extremely Likely		Extremely Unlikely		Neither	
Likely		Unlikely			

This survey is intended to be anonymous but if you would like to speak with someone about your responses please write your details below:

Name: _____ Telephone Number: _____

Thank you for taking the time to complete this survey

Please return your completed form to the Quality and Compliance Department in the envelope provided

November 2019

Appendix 2 - Family Experience Survey



Family Experience Survey

Are you:

A patient of Keech Hospice Care

A relative or carer

 **Our services**

Which of these services have you used? (Please tick)

<input type="checkbox"/> Children's In-patient unit	<input type="checkbox"/> Day Support Services (e.g. Tots & Toys, Dr's clinics)
<input type="checkbox"/> Nursing visits (in your own home or elsewhere in the community)	<input type="checkbox"/> Art Therapy
<input type="checkbox"/> Social work support and advice	<input type="checkbox"/> Music Therapy
<input type="checkbox"/> Complementary Therapy (massage, reiki etc)	<input type="checkbox"/> Support groups
<input type="checkbox"/> Events	<input type="checkbox"/> Children's 24 hours advice line
<input type="checkbox"/> Hydrotherapy Pool	<input type="checkbox"/> Emotional support with family support worker (e.g. Steve, Ela, Lesley)

 **Our staff**

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Our staff are friendly and approachable					
Our staff treat you and your family with dignity and respect at all times					
Our staff respect yours and your child's confidentiality at all times					
You can talk to our staff about any problems you may be having					
Our staff are caring					

 **Our facilities**

(tick N/A if you have not visited our hospice building)

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
The Hospice building is a welcoming and comfortable environment					
The standard of cleaning is good throughout the hospice					
The quality of food we provide is good					

 Quality of care	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
You have been involved in discussions about yours or your child's care, treatment and support					
You have been given support to make decisions					
Before undertaking any care or treatment you are asked whether or not you agree to it					
Your child's personal needs have been assessed					
You are satisfied with the quality of care your child receives from us					
Your cultural/religious needs are met					

 Giving feedback/raising concerns	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
If you needed to make a complaint or raise a concern you would feel confident in doing so					

What do you think Keech does particularly well? (Please continue on separate piece of paper if necessary)

Is there anything we could improve on? (Please continue on separate piece of paper if necessary)

If a friend or family member required similar care in the future, how likely would you be to recommend Keech Hospice Care?

Extremely Likely		Extremely Unlikely		Neither	
Likely		Unlikely			

This survey is intended to be anonymous but if you would like to speak with someone about your responses please write your details below:

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March 2020