

# Patient Survey 2019

## In-Patient Unit



Phyllis<sup>®</sup>  
Tuckwell  
Hospice Care  
...because every  
day is precious



Patients' experiences at the Hospice



# In-Patient Unit Survey 2019

## Introduction

The views of people who use a service are vital for the provision of a quality service. Providers of services need to be responsive to patients' needs; they need to know what patients think, what they consider constitutes a quality service and whether it is actually being delivered. An effective way of gaining patients' views is by using surveys.

## Method

Phyllis Tuckwell Hospice Care (PTHC) In-Patient Unit survey includes a variety of questions relating to the patients' stay, including:- the quality of information giving by staff; the patients' involvement in care planning; staff attitudes; the standard of care & support and the quality of the catering.

The survey is designed for self-completion by patients. The 2019 survey was distributed over a four month period, February to May, to patients who had experienced four or more days' care on the In-Patient Unit. Patients were reassured that all responses were anonymous and individual completed surveys would not be seen by care staff.

The questionnaires were returned in an envelope (pre-paid if posting from home) to the Quality & Audit Lead for analysis. Patients with altered consciousness and altered cognitive ability were excluded.

## Response rate

There were 91 admissions during the time frame. All patients that met the initial criteria (staying for four or more days and were well enough to complete) were invited to complete a survey - two declined - the remainder were all happy to do so. In total 49 patients were given the survey, 47 were returned - this is a good response rate (96%), demonstrating that patients are enthusiastic in helping the In-Patient Unit review its service. PTHC would like to thank all those who took part in the survey.



**49 sent**



**47 returned**

# Summary

The survey showed that for 87% of the respondents it was their first visit to the In-Patient Unit, the remainder had been inpatients previously (13%). *NB this may not be representative of the total patients on the unit – just of those who completed the survey.*

Three quarters (72%) indicated that they or their family members had looked at the various leaflets available on the In-Patient Unit; all had found them useful.

The results relating to questions about care demonstrated that there was a high level of satisfaction. The majority of patients reported that staff discussed their care and treatment with them and generally understood the information and explanations given. All patients felt that they were treated with dignity and respect and said that they were given the opportunity to discuss the future, feeling supported to cope with their feelings and emotions. The patients were asked about response time if and when they used the call bell system. All patients were happy with the response time, with 93% reporting that the nurse came within 3 minutes.

There were high levels of satisfaction with cleanliness with 89% reporting it as 'excellent'.

Patients were asked about the quality of the food, 96% percent thought it was 'good' or 'excellent', all reported the service to be flexible.

Most patients that responded to a question about the coffee shop (some of which said that they were reporting their relatives' experience), found it to be excellent or good.

All patients that answered said that they were confident that if they were unhappy with an aspect of their care, they felt confident that it would be addressed quickly and effectively.

**Finally patients were asked if they were likely to recommend the PTHC In-Patient Unit to friends and family if they needed similar care or treatment. Of those who answered 96% said 'extremely likely' with the remaining saying 'likely'.**

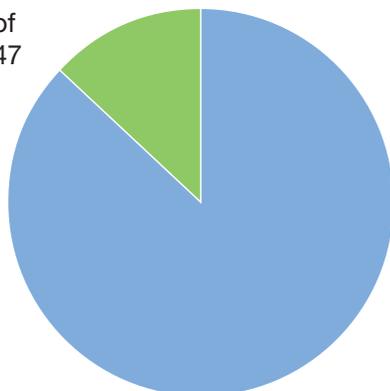
All comments are recorded and action plans, if required, drafted and discussed with In-Patient Unit Team. This survey report is presented at both the Clinical Governance and the Senior Clinical Team meetings.



# Background data

Admission details (Q1)	Total	%
I have been a patient on the In-Patient Unit before	6	13%
This is the first time I have been in the In-Patient Unit	41	87%

Number of patients: 47



- New patients
- Return patients

Patient information – Leaflets (Q2)	Yes	No	Unanswered
There are a variety of leaflets available on the In-Patient Unit detailing the care and services we provide. Have you or your friends and family looked at any of them?	35	11	1
	<b>Were they useful?</b>		
	Yes	No	Unanswered
	34	0	1

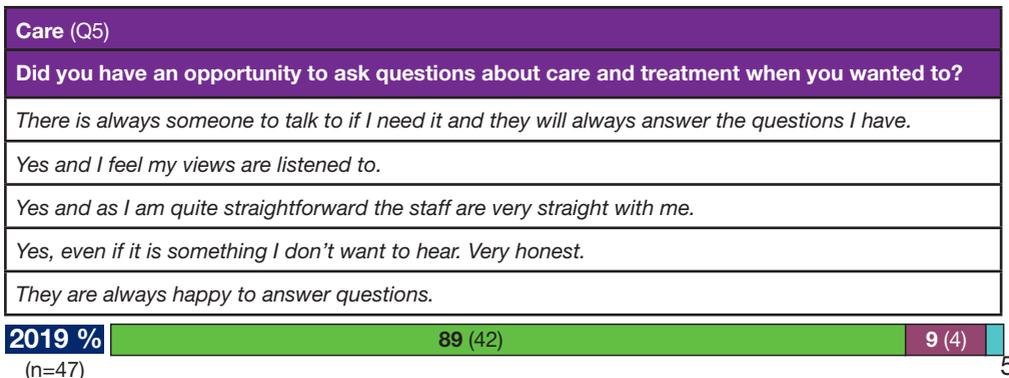
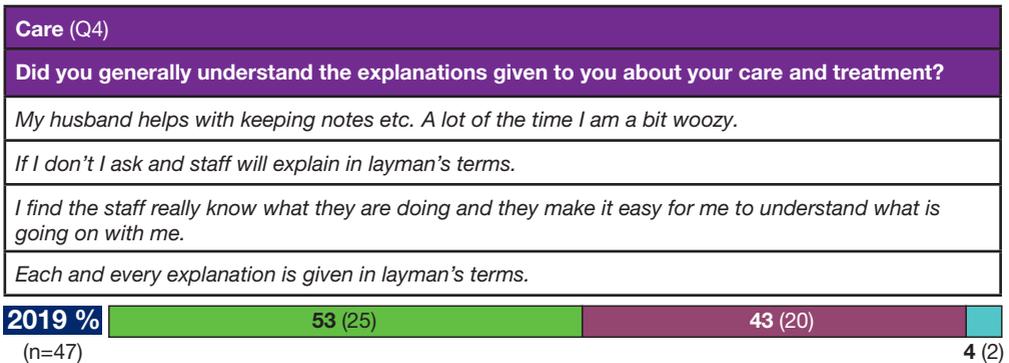
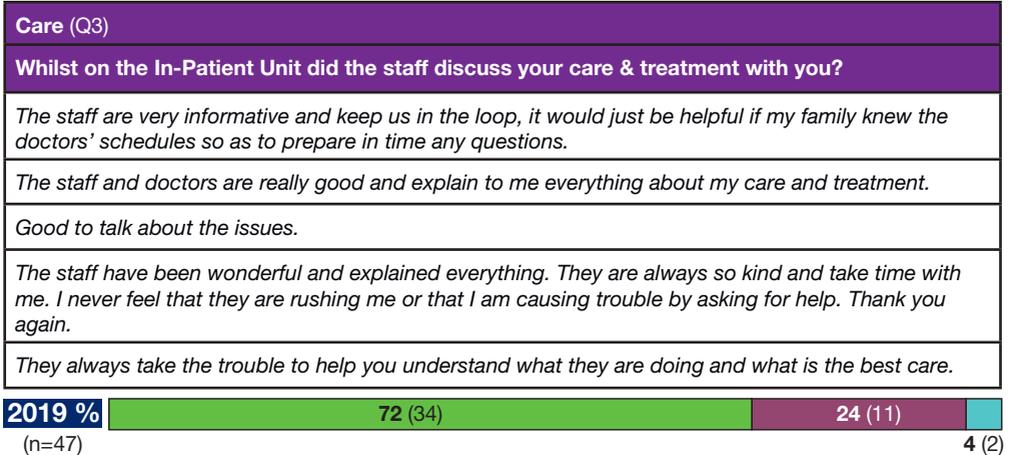
Individual comments
<i>Handy for information about events, phones numbers, wards etc.</i>
<i>I found the information in the leaflets very informative and also helpful and easy to understand.</i>
<i>Yes, as result of the leaflets I feel much better informed. I also talked to the staff and as a result saw a chiropodist and had a massage. These things make such a difference - thank you!</i>
<i>Some were very helpful.</i>
<i>All the leaflets are helpful. Even if they don't apply to me and my family right now. They show that the family is supported too.</i>
<i>Whilst they are useful they also contain a lot of superfluous, basic info.</i>
<i>Read wheelchair leaflet, pain management, info about equipment in your home and strong pain control.</i>

Three quarters of patients had accessed one, or a number of leaflets. Of those all found them useful.

# Care

The respondents were asked to rate the following questions using the selection options below:  
The graphs use the responses where this was relevant i.e. excluded 'does not apply' and 'don't know' responses and unanswered.

Always	Most of the time	Sometimes	Never
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Yes	No
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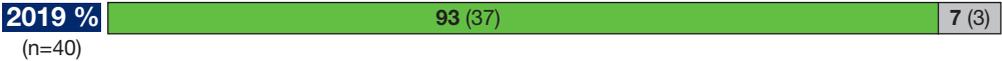
**Care (Q6)**

**Did you feel that there was an opportunity to discuss the future e.g. where and how you would like to be cared for as you become less well?**

*Great care and consideration given and explanations about future care etc.*

*Yes, I feel I have more confidence to face the future.*

*Yes, but not forced. It is done with a huge amount of respect.*



**Care (Q7)**

**Did you feel you received enough support to help you cope with your feelings and emotions?**

*Amazing amount of care and consideration given - no time limit.*

*There is always someone whom I can talk to and I know would listen.*

*The hospice has given me great support emotionally.*

*Amazing and humble.*

*Any questions I need answered about my feelings are answered with care.*

*Even if it means always crying.*

*The staff (all levels) are what makes Phyllis Tuckwell special. They are always ready to listen and help.*

*Definitely. Lots of comfort given.*




**Care (Q8)**

**Did you feel that you received as much spiritual support as you would have liked? (Time to discuss your beliefs, values and ideas)**

*I've seen and prayed with the chaplain every day.*

*Maybe a prayer room rather than specifically a chapel so people of all faith feel welcome/comfortable using it.*

*I believe it is there if it is needed.*



Always	Most of the time	Sometimes	Never
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Care (Q9)			
<b>Was there enough help available to help you with your personal care such as washing and toileting?</b>			
<i>First class.</i>			
<i>Nothing working in the bathroom. Not bath or shower.</i>			
<i>I try to be independent but what help I do ask for is spot on.</i>			
<i>I've had my first bath in months.</i>			



Care (Q10)			
<b>Did you feel that you were treated with dignity and respect?</b>			
<i>Most definitely.</i>			
<i>Completely.</i>			
<i>Very much so.</i>			
<i>The staff are caring and will do anything you ask of them.</i>			



Care (Q11)			
<b>Did you feel that your privacy was respected when being examined or during discussions with staff?</b>			
<i>I preferred my single room.</i>			
<i>Very much so.</i>			
<i>Curtains are closed.</i>			
<i>Curtains drawn and door closed.</i>			



Always	Most of the time	Sometimes	Never
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**Care (Q12)**

**Did you feel that the Hospice healthcare professionals were communicating with each other e.g. were they aware of updates and changes to your plan of care?**

*They must be communicating to produce such an end product.*

*With external professionals too.*

*Cannot praise enough.*

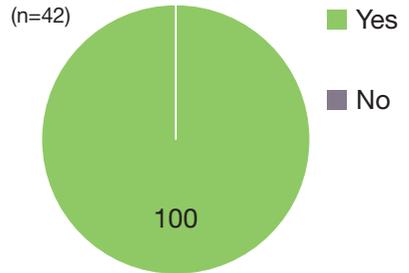
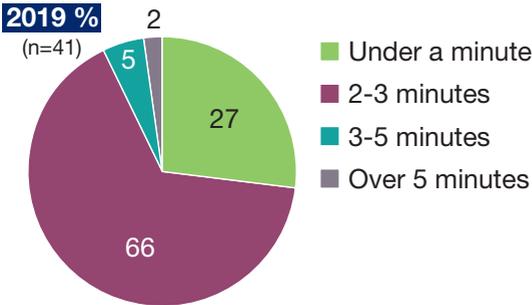
*Completely in the picture, even with all the changes.*

*They hand over to each other.*

<b>2019 %</b>	<b>83 (38)</b>	<b>17 (8)</b>
(n=46)		

**Care (Q13 & 14)**

<b>If you needed to use the bell, please indicate the response time:</b>	<b>Overall were you happy with the response time when the call bell was used?</b>
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# Catering and facilities

The respondents were asked to rate the following questions using the selection options below:

Excellent	Good	Satisfactory	Poor
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## Cleanliness (Q15)

What do you think of the cleanliness?



## Catering (Q16)

How would you rate the quality of the food and drink?

*Seem very high in sodium and not very healthy. Maybe should be more vegetarian options as some days there were only meat options.*

*The food is fantastic. Good portion size and lovely and hot.*

*The food is better in Day Hospice.*

*Fab food & choices.*

*I have a special diet and my food is always good.*

*Good choice, size and options.*

*Ten times better than hospital food - more like a quality hotel - have given me my appetite back.*

*Lovely tiny portions. Will cook anything e.g. omelettes.*



Yes	No
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## Care (Q17)

Did you find the catering service flexible; could you ask for snacks & drinks other than at meal times?

Did you find the catering service flexible; could you ask for variations from the menu?



Excellent	Good	Satisfactory	Poor
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Care (Q18)
<b>How would you rate your experience of the coffee shop?</b>
<i>My friend has and she said it was very good.</i>
<i>Very helpful staff and friendly.</i>
<i>My family have found it excellent and reasonable.</i>
<i>My family use the coffee shop - they say its always a pleasant environment and Coleen is lovely and makes lovely food.</i>
<i>My partner uses it. He thinks the food and drink is excellent, but the service can be a bit slow at lunch time.</i>
<i>My husband and family say it is great.</i>
<i>The family use it - they think it is excellent.</i>
<i>Good coffee! Too cheap!!</i>
<i>My family use the coffee shop and have always had a very good experience.</i>
<i>My family use it and they like it.</i>
<i>Could raise prices slightly, no one would complain, excellent value.</i>
<i>My husband and sister think it is really good.</i>

<b>2019 %</b>	<b>52 (11)</b>	<b>48 (10)</b>
(n=21)		

Facilities (Q19)
<b>How would you rate the comfort of your bed area, i.e. the space, chair, locker, TV?</b>
<i>Plenty of room and comfortable.</i>
<i>We have Bluetooth headphones that don't work.</i>
<i>Feels like I've got the penthouse!</i>
<i>No secure locker provided.</i>
<i>The shower doesn't work it would be nice to have a shower where water continued to flow and not stop every few minutes.</i>



NB The shower has been replaced and new headphones are being trialed.

<b>2019 %</b>	<b>61 (28)</b>	<b>30 (14)</b>	<b>9 (4)</b>
(n=46)			

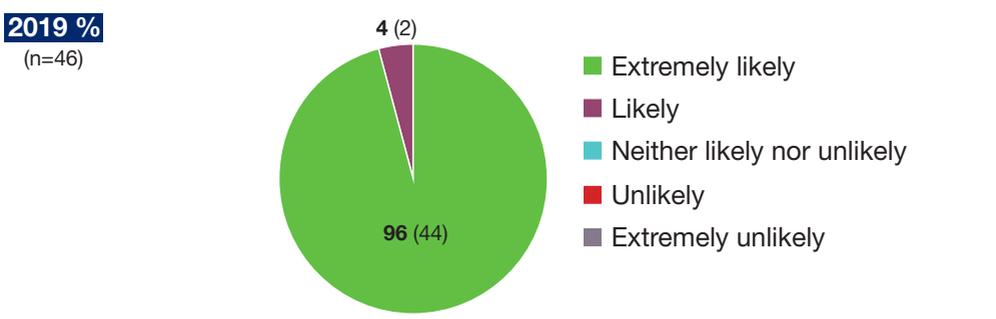
# Responsiveness to feedback and final thoughts



**Feedback (Q20)**  
 If you were unhappy with any aspect of your care do you feel confident that the Hospice would address the issue quickly and effectively?



**Feedback (Q21)**  
 How likely are you to recommend PTHC In-Patient Unit to friends and family?



## Comments

The final page of the survey asked the patients if they had any comments or suggestions to help us improve our services.

The comments are listed below:

*I am extremely happy with the care and kindness. Thanks to all the doctors and nurses.*

*I am very grateful to everyone in here at the In-Patient Unit. I also enjoy going to Day Hospice on a Friday. Everyone makes me feel so welcome.*

*Please keep doing exactly as you are. You are doing a fantastic job. I can see how hard you work and you have created a wonderful, caring environment.*

*I feel very privileged to be here, the staff are wonderful. I feel like I've made several friends - I couldn't be in better hands.*

# Thank you for your support!



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**[www.pth.org.uk](http://www.pth.org.uk)**

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