



**St Margaret of Scotland Hospice  
Inpatient Questionnaire Results and Analysis  
St Josephs Specialist Palliative Care Centre  
July- September 2016**

**Introduction**

As part of the Hospice clinical governance audit programme an audit of patient satisfaction was carried out within St Joseph's Specialist Palliative Care Centre. Ascertaining patient satisfaction is a method of identifying areas of good practice as well as areas which could be improved.

**Methodology**

A random sample of 10 patients within St Joseph's Specialist Palliative Care Centre, were asked to complete a questionnaire of their experience within the Hospice. Ten questionnaires were completed. Some patients requested assistance in reading the questions and/or writing the form, however all patients within the sample were able to understand and verbalise their answers and feelings if unable to write themselves. The questionnaires were completed over one week in July – September 2016. Analysis is based on all 10 completed questionnaires.

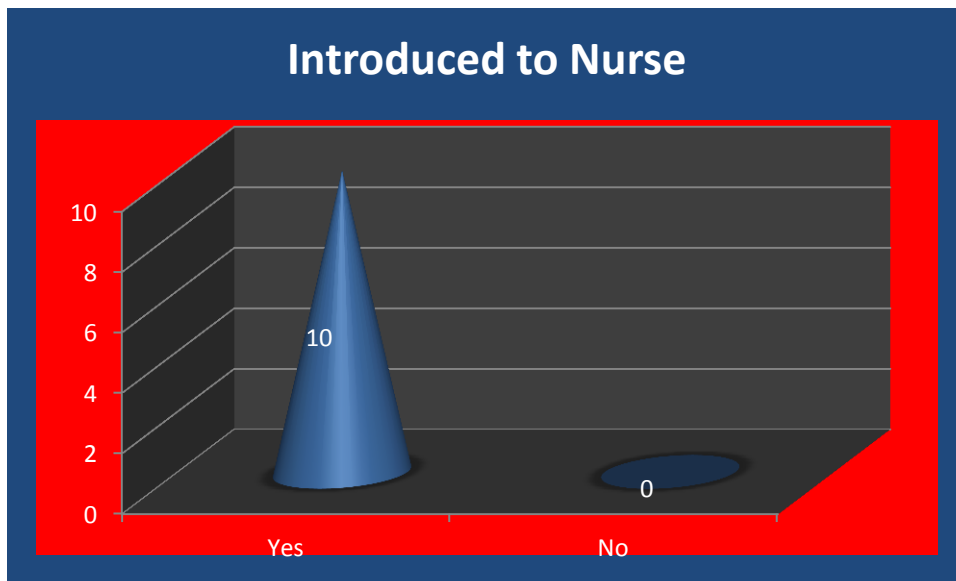
**Results and Discussion**

1. **Were you and your relatives made to feel welcome when you first arrived at the Hospice?**



**Yes      10                  No      0**

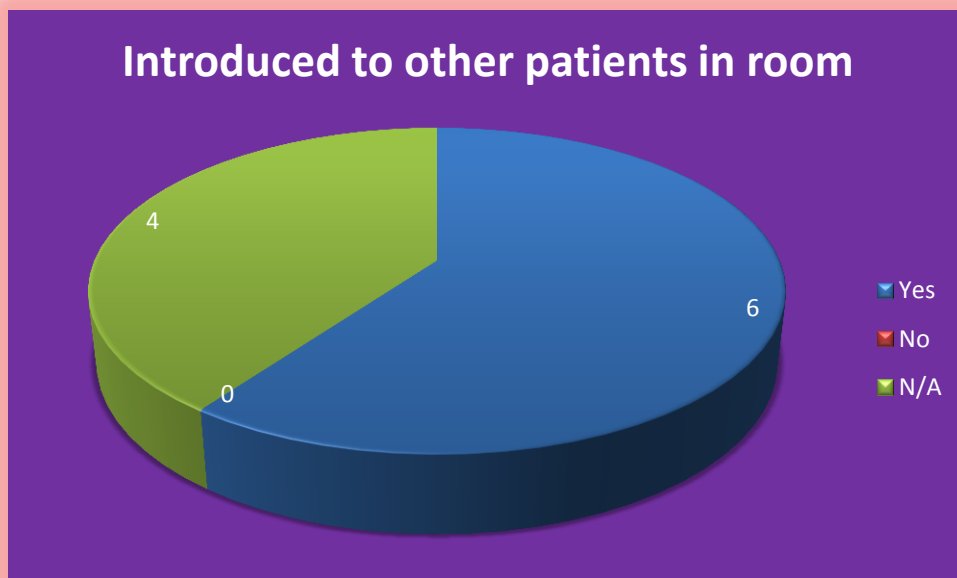
2. Were you introduced to the nurse looking after you?



Yes 10 No 0

All patients were introduced to the nurse

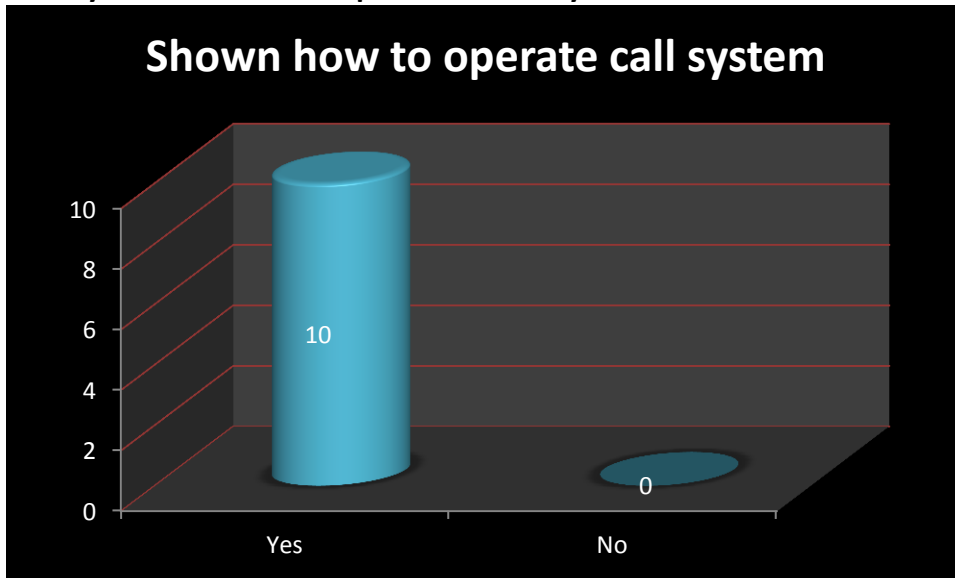
3. Were you introduced to other patients within the room?



Yes 6 No 0 N/A 4 (Single Room)

Patients are introduced to other patients within the room when appropriate.

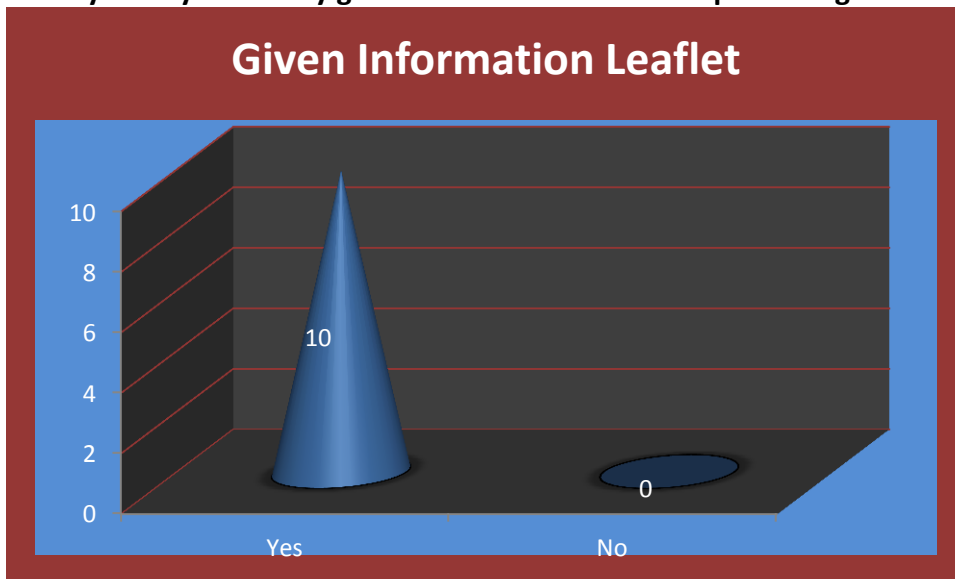
4. Were you shown how to operate the call system within the room?



Yes      10                  No      0

All patients were shown how to operate the call system within the room

5. Were you or your family given an information leaflet pertaining to the ward?

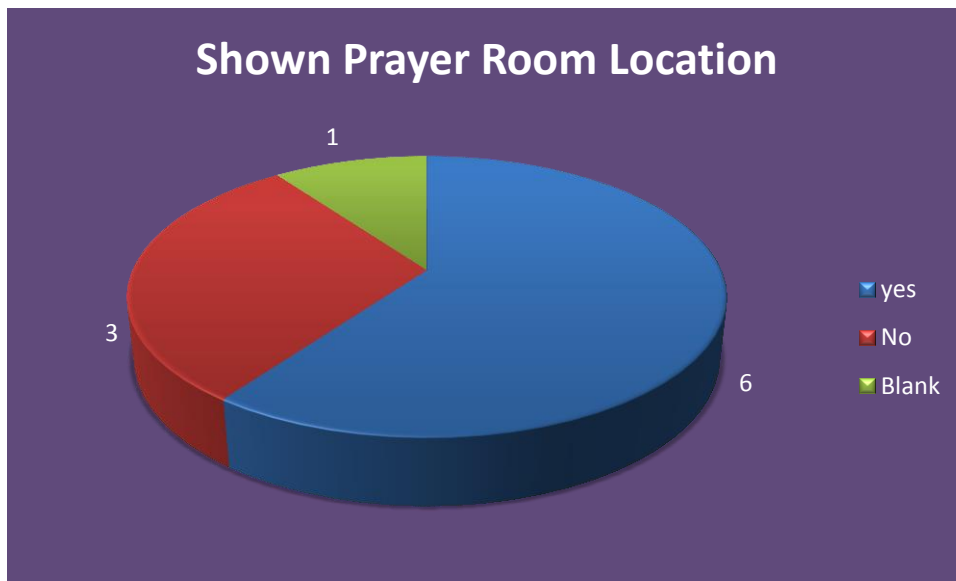


Yes                  10      No      0

Comments: (information leaflet)

- Yes it was very helpful
- It was very informative
- Informative

6. Were you and your family shown where the Prayer Room is located?

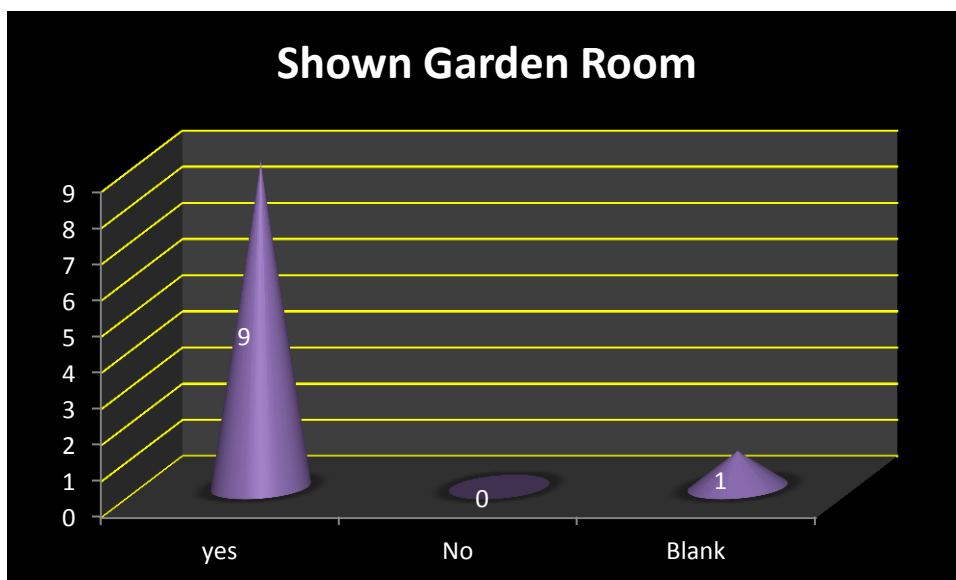


Yes 6 No 3 Blank 1

Comments:

- I Refused (the offer)
- I was told about it, declined the offer to be shown

7. Were you and your family shown where the Garden Room is located?

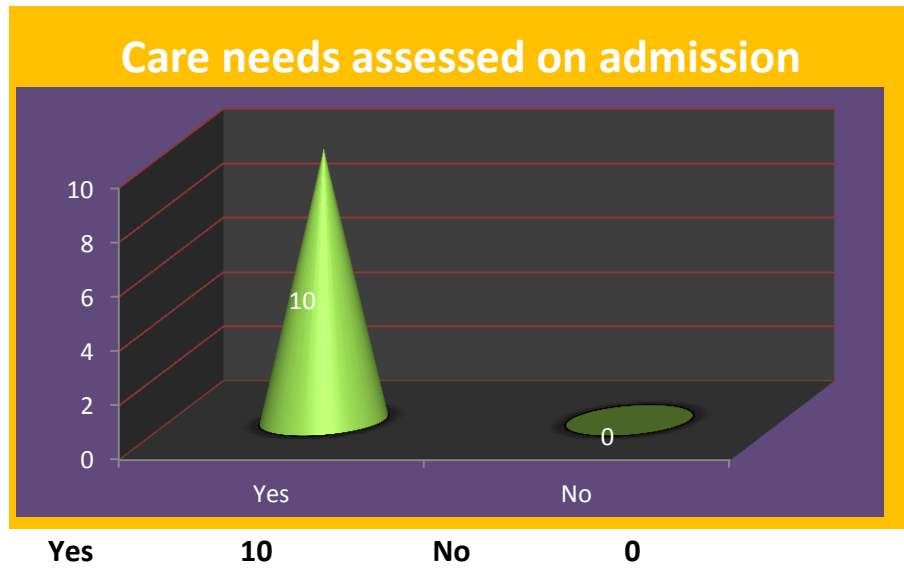


Yes 9 No 0 Blank 1

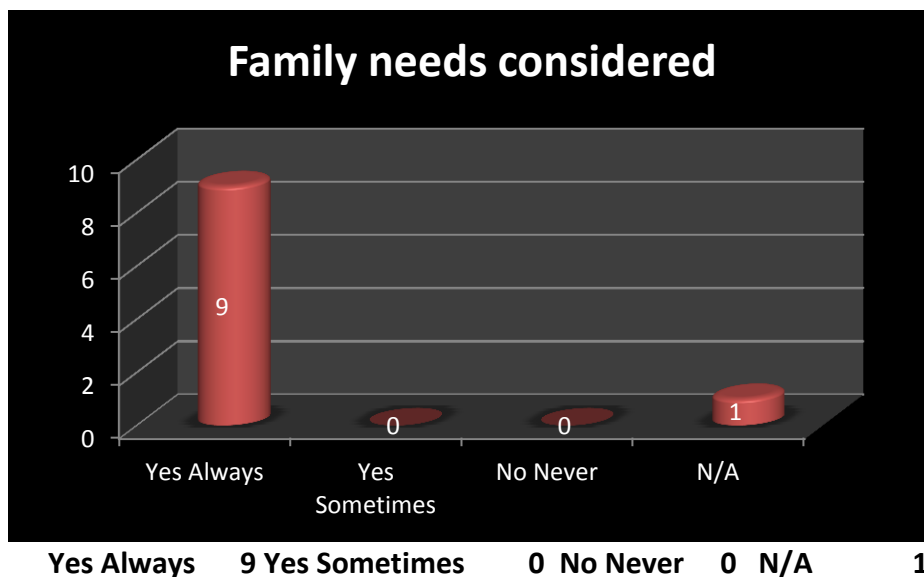
**Comment:**

- Family tell me it is lovely and food is fantastic
- I was familiar to the Hospice prior to being admitted
- My family think it is fantastic and the food is lovely
- My mum told me how good it was
- Family have taken me to the Garden Room and it is lovely
- It was a lovely day today and went to Garden Room with family. Really lovely

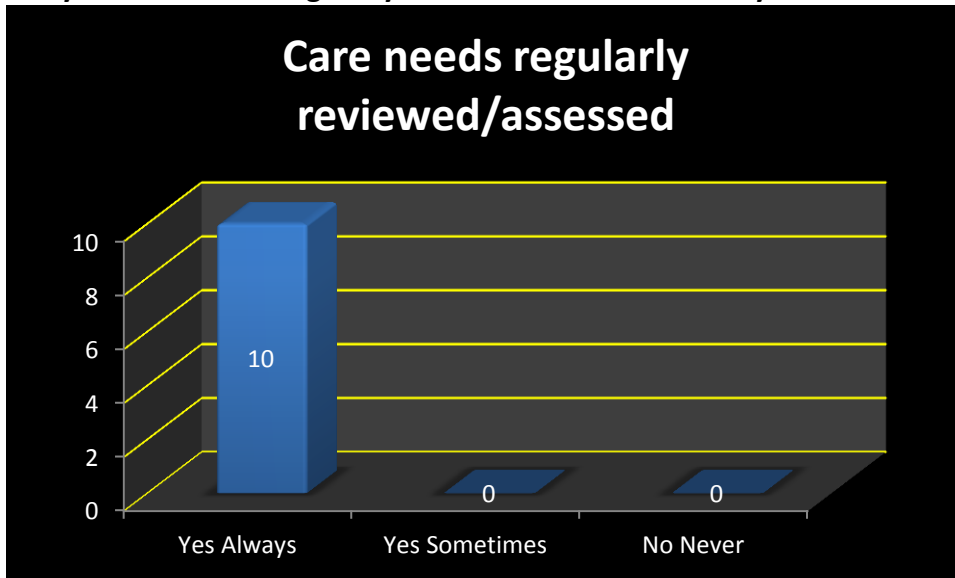
**8. Were your care needs assessed by the Nurse on admission to the ward?**



**9. Were the needs of your family/carers also considered by ward staff?**



10. Are your care needs regularly reviewed and addressed by ward Staff



11. Do ward staff include you in the planning of your care?



Yes Always      10      Yes Sometimes      0      No Never      0

Comment:

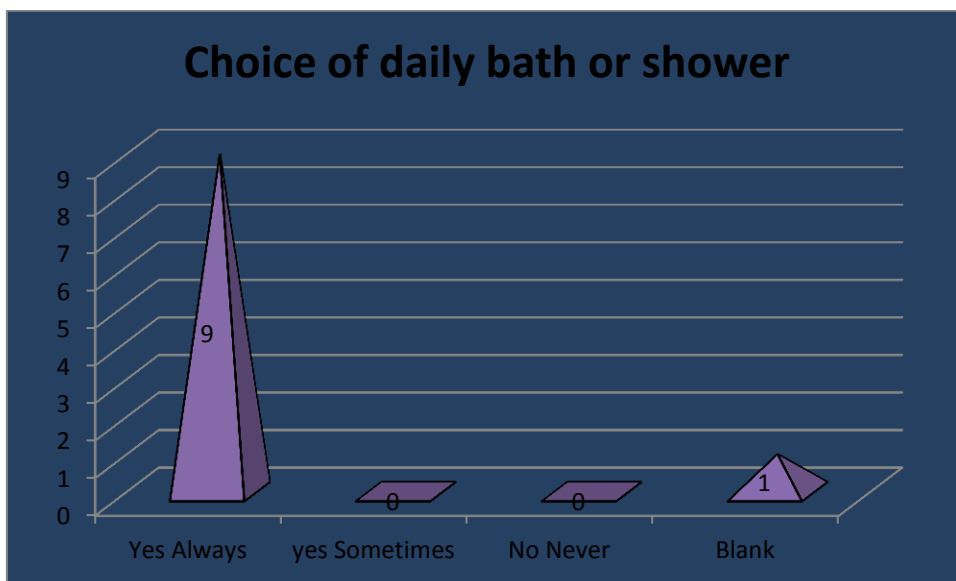
- Very Happy with my care
- The staff are very good
- All staff are gentle and very caring

12. Are you given the opportunity to attend religious services within the Hospice if you so wish?



Yes Always 10 Yes Sometimes 0 No Never 0

13. Are you given the choice of having a bath or a shower every day?

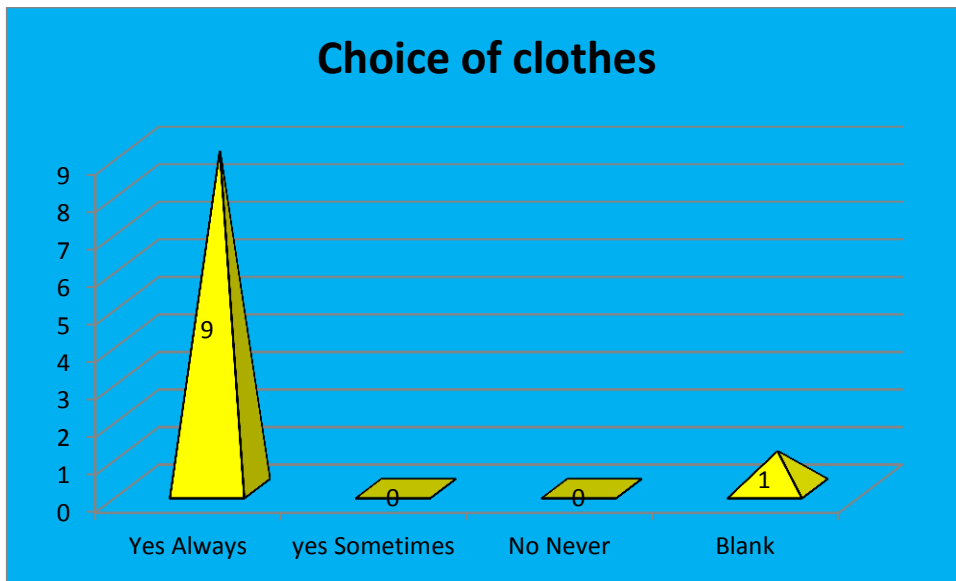


Yes Always 9 Yes Sometimes 0 No Never 0  
Blank 1

Comment:

- Bedbath due to my condition at my request
- I am asked every day
- I really enjoy a bath
- I enjoy a shower every day

14. Are you given the choice of which clothes you would prefer to wear?



Yes Always 9 Yes Sometimes 0 No Never 0 Blank 1

Comment:

- Independent

15. Are you given a choice of meals which meet your needs?



Yes Always 10 Yes Sometimes 0 No Never 0

Comment:

- Plenty of everything



16. Are you given the opportunity to discuss worries or concerns with ward staff?



Yes Always 10 Yes Sometimes 0 No Never 0

Comments:

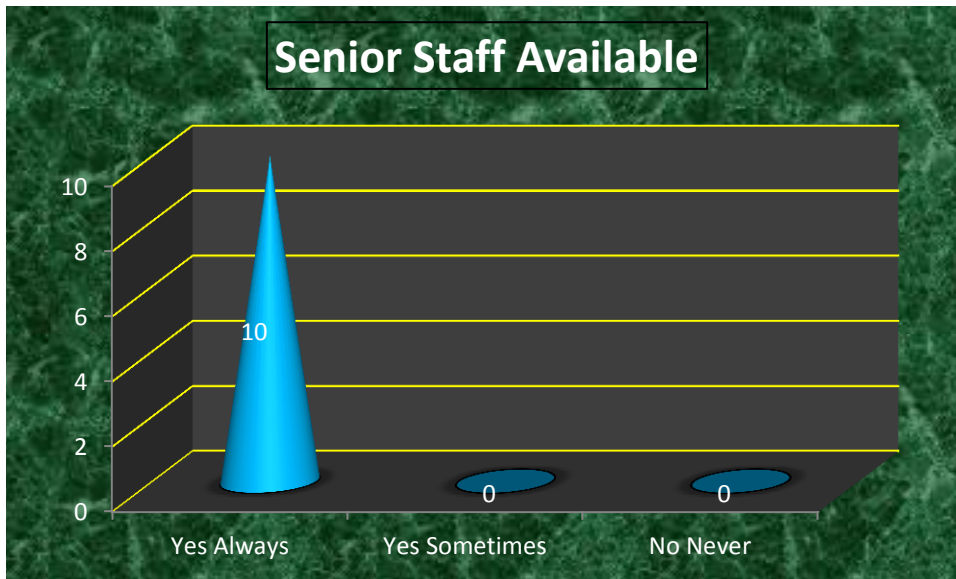
- Everyone is delightful
- I have a great connection with the staff. The staff are wonderful

17. Are your relatives given the opportunity to discuss worries or concerns with ward staff?



Yes Always 9 Yes Sometimes 0 No Never 0 Blank 1

18. Are senior staff available to discuss any concerns you may have?



**Yes Always 10 Yes Sometimes 0 No Never 0**

19. Are you satisfied with your care within the ward?



**Yes Always 9 Yes Sometimes 0 No Never 0  
Blank 1**

20. Please rate your level of satisfaction with care within the ward



Categories

Excellent	10
Good	0
Fair	0
Unsatisfactory	0

All rated their care as Excellent - Comment +++

21. Name three things you like about your care within the ward.

All comments are noted:

- *I love that I can have a hot drink in the middle of the night*
- *I love that after shower/bath that staff blow dry my hair*
- *It was amazing when I returned from Beatson for a few days all the staff welcomed me back and everyone was asking how my chemotherapy went*
- *Very friendly and attentive*
- *Nothing is any bother and thank you to all the staff for looking after me so well*
- *Cleanliness of the Hospice*
- *All patients get the same attention and care*
- *Overall care from all members of staff is excellent*
- *I like the freedom of choice*
- *Staff are always available to speak to*
- *Always staff available when needed and feel safe day or night*
- *I enjoy everything , love the way the nurses look after me and take care of my modesty and needs*
- *The staff always make sure I'm alright first before care is carried out*
- *The nurses do my hair/make up and nails every day and nothing is a bother*
- *I really enjoy the meals- compliments to the Chef*
- *Compassion, dignity and respectful and professional level of attention to detail and staff really care.*

- *I couldn't receive better care anywhere else*
- *Nursing staff and medical staff very attentive*
- *Food/meals are excellent and enjoy glass of wine with my dinner*
- *It feels like home from home*
- *Attentive staff and very caring*
- *All my needs are met to a high standard*
- *The staff go the extra mile*
- *Immediate attention*
- *General reassurance and kindness*
- *All the staff are lovely and friendly*

**22. Name three things you would like included in your care within the ward**  
**All comments are noted:**

- *All my needs are met. Its a wonderful place*
- *All my needs are met*
- *I receive all the care and attention I need*
- *I am very pleased with my care and get everything I want at any time day or night*
- *Variety of more salad / fish*
- *Everything is perfect at the Hospice*
- *Nothing can think of the care is excellent*
- *The service and staff are excellent and I have everything I need at all times*
- *I can't think of anything*
- *Nothing*

**Discussion**

The Core Values and Mission Statement of the Organization remain at the centre of and are evident in the results.

Core Values:

- Dignity
- Compassion
- Quality
- Advocacy
- Justice

Patients' needs are clearly being met to an excellent level. They feel welcome and rate care as excellent. Patients are given choice of meals, clothes, shower/bath, and are given opportunities to discuss any concerns or worries with ward and senior staff. Patients enjoy the choice of meals which meet their needs and one patient commented that a variety of more fish and salad would be a suggestion. It has been discussed with this patient that she can have salad or fish as often as she would wish even if it is not on the menu that day as choice is highly important to patients and staff including Chef. The noted comments given by patients are received gratefully by the team and dedication will continue to ensure the service remains as such, they are also helpful in teaching new staff in mentorship and reiterating to all staff the importance of every aspect of care.

All patients rated the service as excellent and it is due to the sustained dedication and commitment to patients and the Hospice that such results are sustained.

Such comments and results are achieved through the Leadership of the Chief Executive who is always available to patients and relatives, to staff and the Senior Management Team.

**Action Plan:**

- The Mission Effectiveness Programme will continue as part of Mandatory training ensuring the Core Values and Mission Statement of the Organisation continues to underpin all activity, interactions, decision making, staff appraisals and governance.
- Staff to continue to be up to date with Mandatory Training and that it remains evident in practice.
- Available education will continue to meet developmental needs of staff and for staff must ensure learning is evident in practice. Education is currently tailored to meet the needs of staff working in specialist palliative care and in the care of patients with complex medical and nursing needs- this will continue.
- Appraisal and mentorship programmes in place will continue to identify learning needs and development plans will continue. Appraisals and assessments will ensure the Core Values and Mission Statement are in practice. Appraisals and mentorship programmes will be underpinned by the Mission and Core Values to ensure optimum outcomes.
- Mentorship will continue to be monitored and discussed at senior management meetings as will all aspects of the action plan on an ongoing basis.
- To ensure all patients are cared for with the Core Values underpinning care delivery, ensuring patients always feel welcome at the Hospice.
- Continue with ward reports, teaching Multi Disciplinary Team Meetings, ward meetings and meetings with the Chief Executive and Senior Management Team so all areas of practice can be discussed and reviewed, also that learning needs are discussed and met.
- Continue to give leaflets pertaining to services to patients and their families, staff to be available to answer any further questions.
- Staff, including senior staff, to continue to be available for patients and their families.
- Include patients in their care as much as the person is able or wishes and continue to ensure patients are given choices.
- To continue to maximise good methods of sharing knowledge through meetings and education
- To ensure safe and effective communication with consent within the team.
- Measure consent through auditing patient care notes.
- Policies and procedures to be adhered to at all times through good governance.
- Staff to continue to be supported in their roles throughout the Organisation through the many modes of staff development and support available, such as education, appraisals, meetings with Chief Executive and senior Managers, reports, pastoral care team, leisure facilities, prayer room and Garden room.
- Staff to continue to listen to the patient, ensuring person-centred care using optimum communication skills. Staff access communication training.
- The Chief Executive is asked to continue her excellent Leadership throughout the Organisation and to continue to be available to patients and their families through

frequent rounds throughout the day and evening and to continue in staff support, teaching and development.

- Senior managers to continue to be available for patients, meeting the patients and families every day and teaching and supporting staff in their roles.

**Dissemination of Results:**

Results are forwarded to The Chief Executive, and to the Senior Management Team for discussion. They are made available in Units throughout the Hospice, are discussed at reports, Multidisciplinary Team Meetings and Clinical Governance Meetings to ensure all Departments are aware of them and how to access them at any time.

Results are included in Board Reports for the Board of Directors, are available for Inspectors and included in the Hospice website.