



St Margaret of Scotland Hospice
Edwina Bradley Hospice – Patient Satisfaction Audit
June 2018

Introduction/Methodology

The Edwina Bradley Day Hospice provides specialist palliative care and symptom management for patients diagnosed with a life limiting illness. The Day Hospice is open five days a week, and on a Monday, Wednesday and Thursday provides a service for up to 10 patients living in the community. During this time, patients can access the Medical Team, Specialist Nursing Staff, Physiotherapy, Occupational Therapy, Social Work, Counselling and Pastoral Care.

They also are able to participate in Group Exercise, Mindfulness sessions, Group discussions, Art and Diversional therapies.

As part of Clinical Governance, patient satisfaction within the service is audited yearly to ensure the best quality care is provided. This also helps to evidence how the service meets the Scottish Government's Health and Social Care Standards

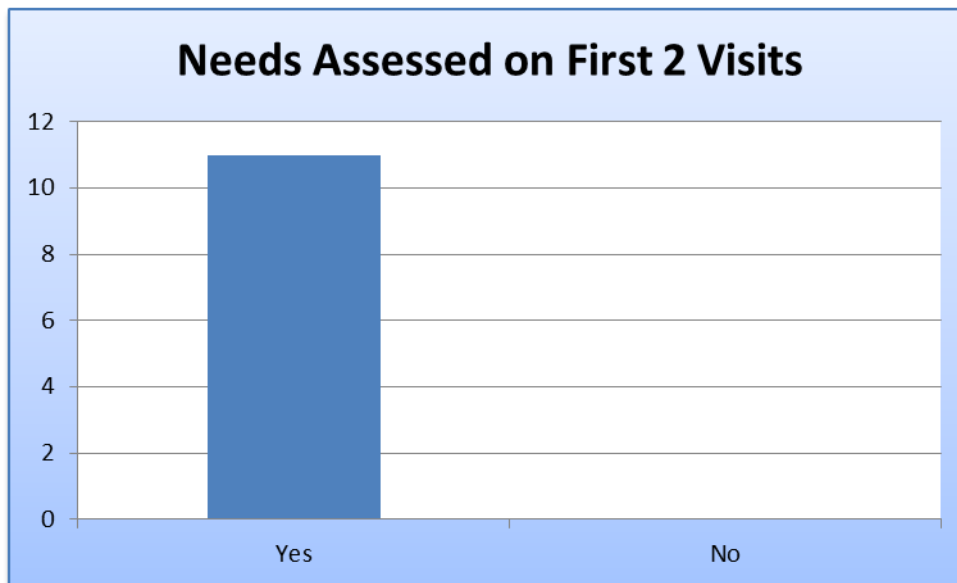
Questionnaires were given to patients whom had attended the Edwina Bradley Day Hospice for at least three visits during the last 2 weeks in May 2018. Eleven were completed, thus results and analysis are presented from 11 returned questionnaires.

As appropriate, any comments made have been cross referenced with the Health and Social Care Standards – My Support, My Life.

Gaining this feedback helps to meet Standard 4.8; “I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve.”

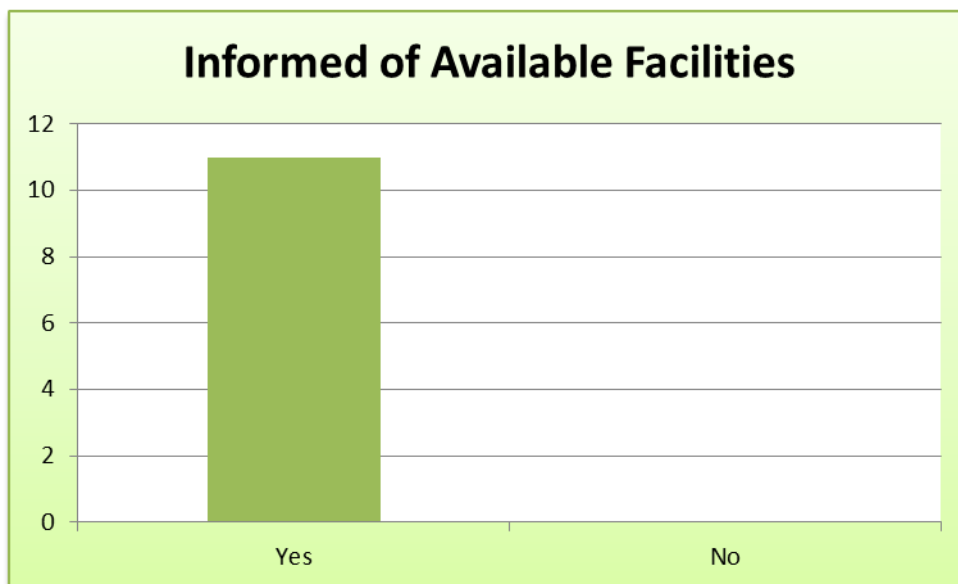
Results and Analysis

1. Were your needs assessed on your first 2 visits?



Yes 11
No 0

2. Have you been informed of the facilities available to you at the Edwina Bradley Day Hospice?

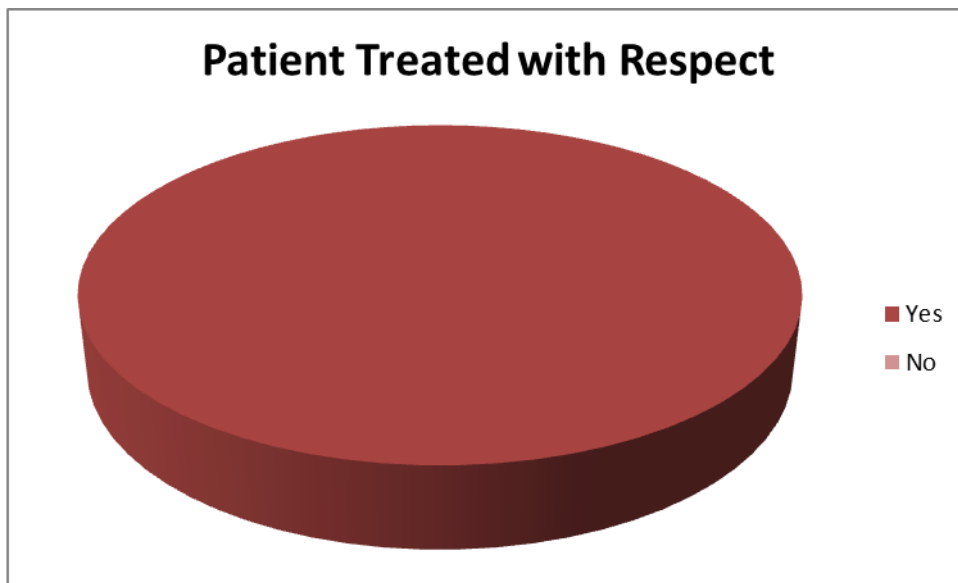


Yes 11
No 0

Comments:

- *I was given a tour (Standard 4.5)*
- *Sadly you don't have a shower facility, that would have been useful*

3. Are you treated with respect?

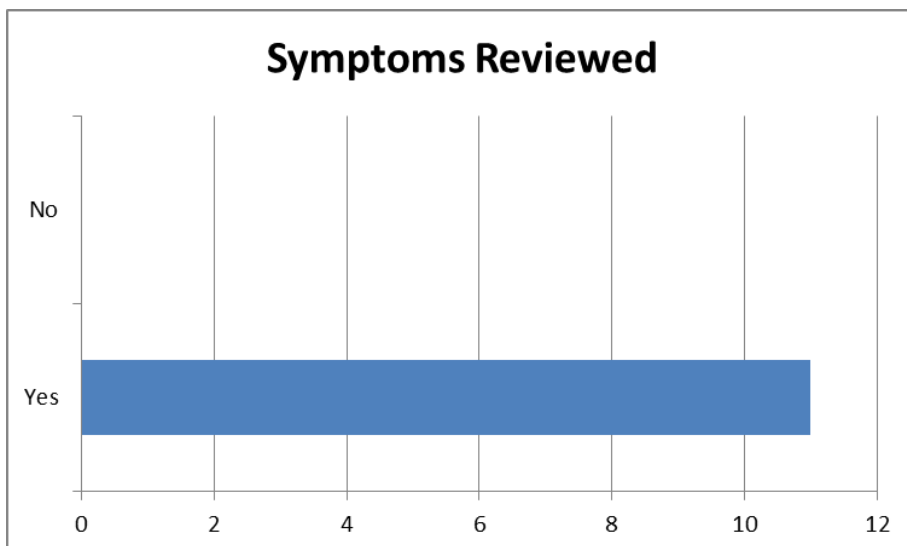


Yes 11
No 0

Comments:

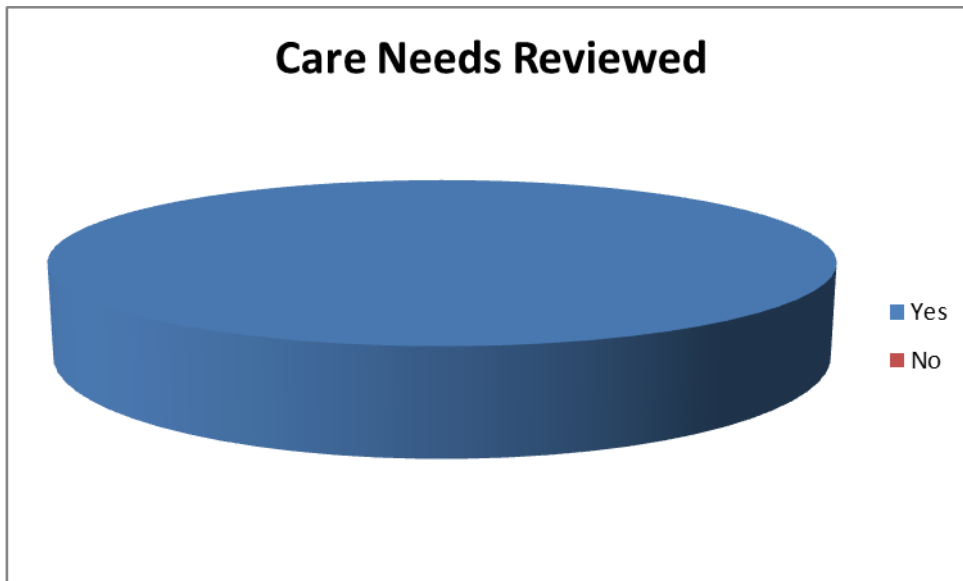
- *Very much so (2 patients)*
- *Very much*
- *Of course, you treat everyone the same. For example, I'm Asian and I'm treated the same as the other patients. (Standard 1.1)*

4. Are your symptoms regularly reviewed and assessed?



Yes 11
No 0

5. Are your care needs regularly reviewed and assessed?

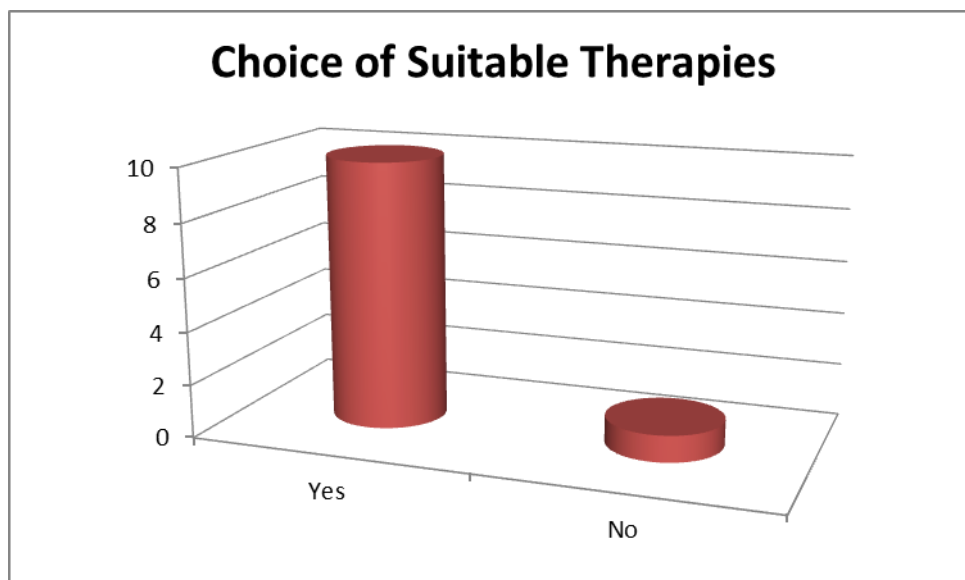


Yes 11
No 0

Comments:

- *I am able to ask people who are informed about things (Standard 1.13)*
- *My own social worker is helpful*
-

6. Do you get a choice in participating in therapies / activities during the day which suit your needs?

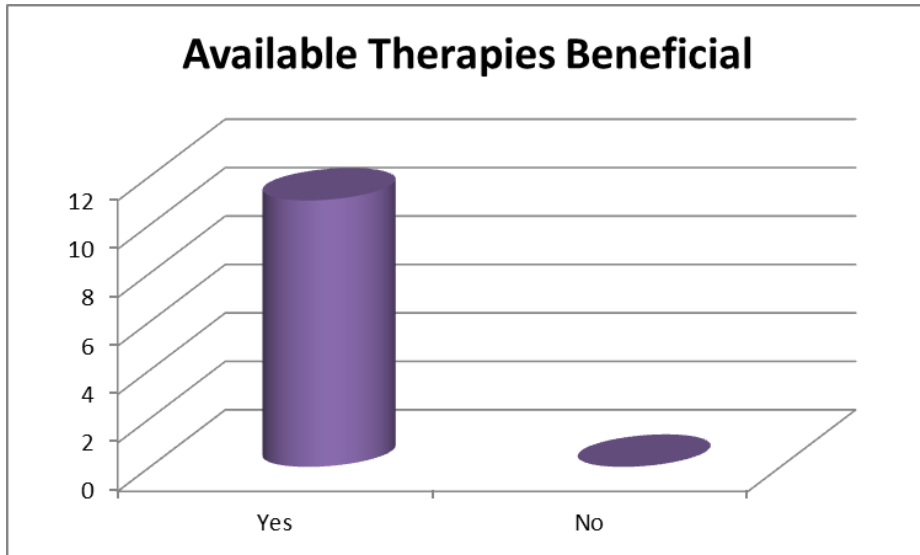


Yes 10
No 1

Comments:

- *I go along with what's on, I like to give things a go (Standard 1.25)*
- *Enjoy the games and company*
- *Bingo and games are boring – sitting too long, would like the exercise more and earlier.*

7. **Do you find the therapies at Day Hospice of benefit to you?**

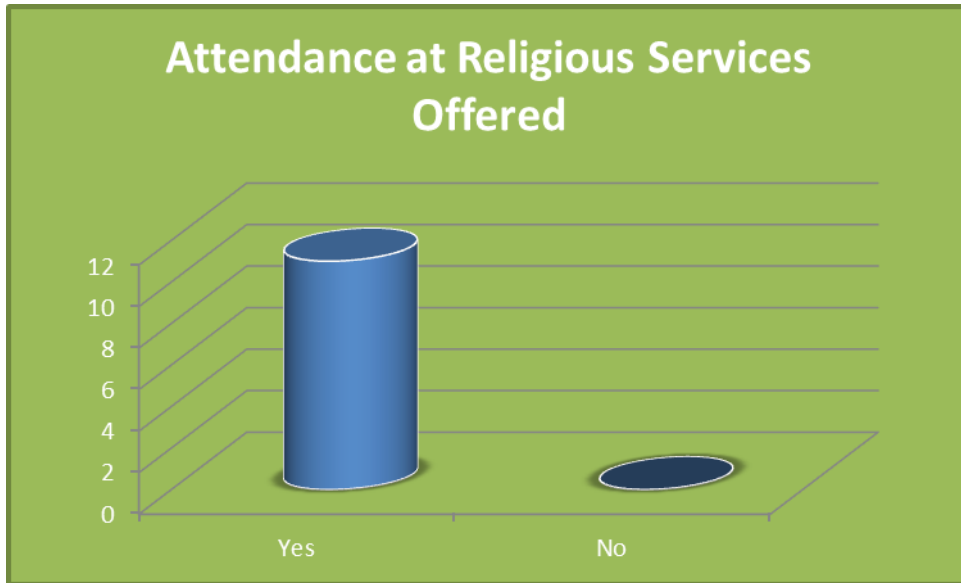


Yes 11
No 0

Comments:

- *Would like more moving about and a variety of different exercises. I really enjoy Cat Out of the Bag and Mindfulness (Standard 1.7)*
- *Art Group is relaxing*
- *Definitely, it gets me thinking.*
- *I enjoyed doing some beading – I got help because I am partially sighted. (Standard 2.2)*

8. **Are you given the opportunity to attend religious services if you wished?**



Yes 11
No 0

Comments:

- *Yes but I'm not particularly religious*
- *Yes, but I have been late on occasions due to the bus*
- *Chose not to go today as I'm not feeling up to it but I saw the priest at home*

9. Do you feel your spiritual needs are addressed?

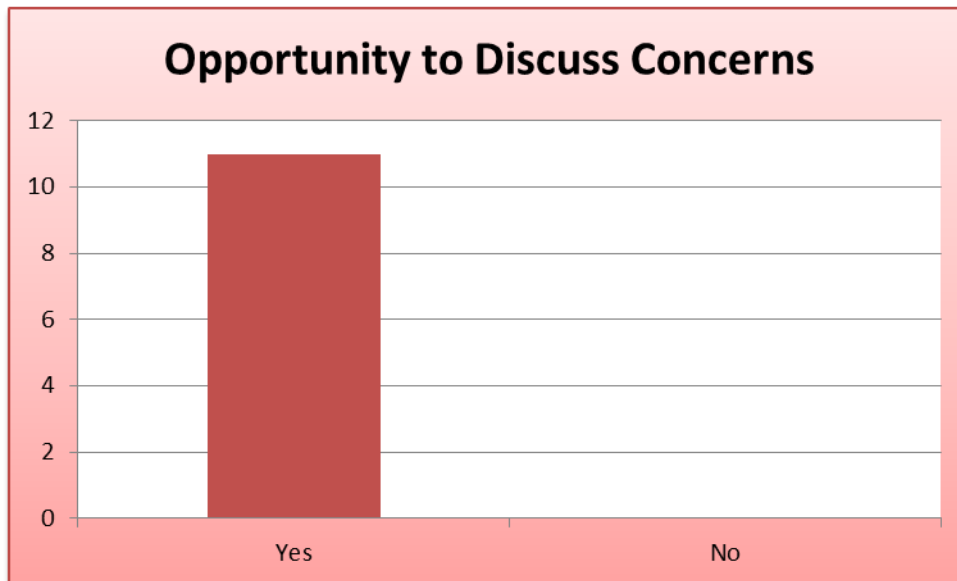


Yes 10
No 1

Comments:

- *Mass is therapy for me (Standard 2.22)*

10. Are you given the opportunity to discuss any worries or concerns with a member of staff?

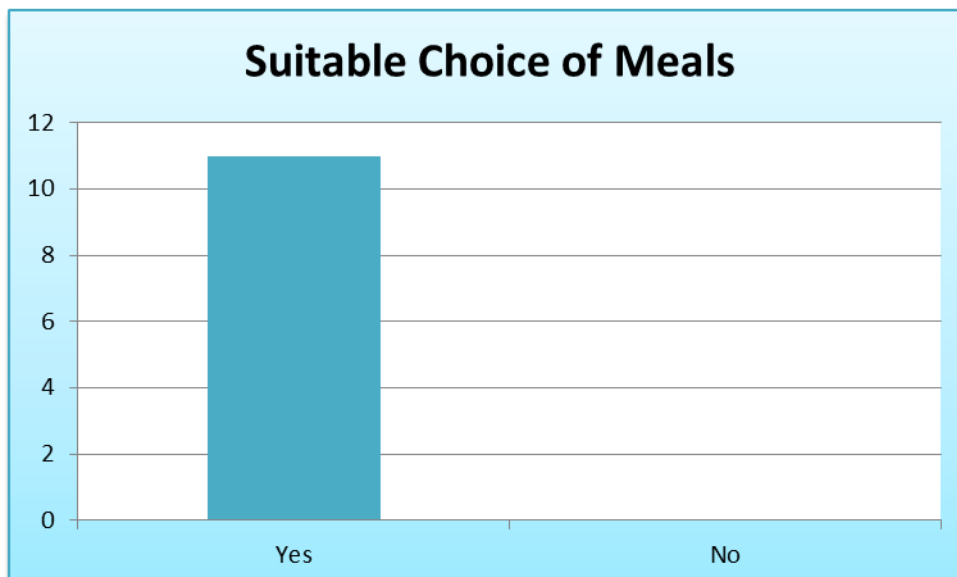


Yes 11
No 0

Comments:

- *Everybody is so nice and so good (Standard 3.7)*
- *The Cat Out of the Bag Group Helps*

11. Do you have a choice of meals which suit you?

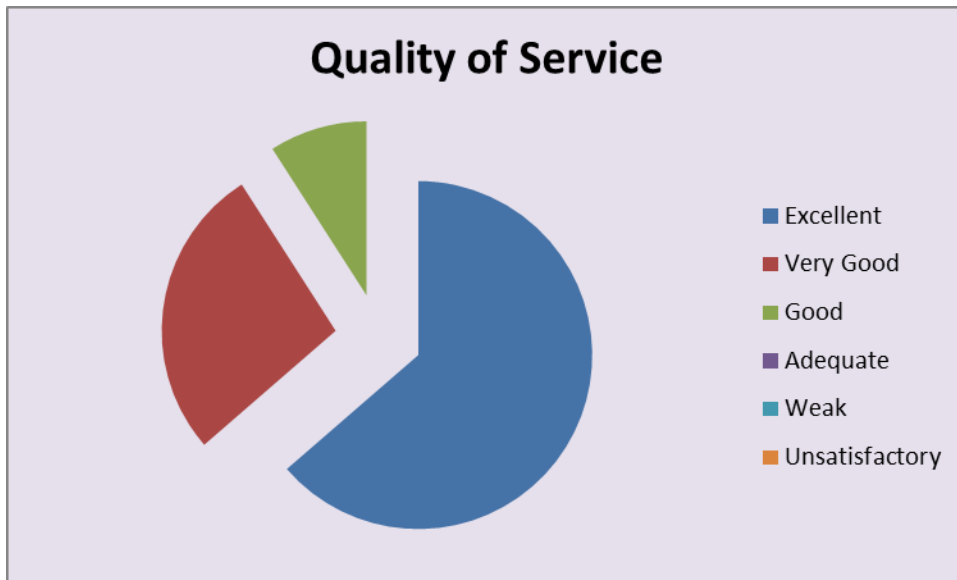


Yes 11
No 0

Comments:

- Yes, appetite good as I'm on steroids
- Definitely, I get fish specially made for me for religious reasons – I eat Halal food (Standard 1.37)
- Very much so (Standard 1.33)

12. Please rate your level of satisfaction



Excellent	7
Very Good	3
Good	1
Adequate	0
Weak	0
Unsatisfactory	0

Comments:

- I would like variety of more movement exercises. There is too much sitting and I find it frustrating when other patients don't want to do exercises.
- I find it helpful as you get opinions from other people
- Would like to do quizzes etc. Something different, like a game of Bingo
- Paint the rooms bright colours
- More wheelchairs
- Private Day Hospice Outside space
- Not sure what you could do to be excellent
- The staff are wonderful and attend to all your needs (Standard 3.1)
- Lovely environment, cosy (Standard 5.6)
- Coming here has changed my life. I feel better about life and my symptoms. (Standard 1.6)
- Staff are so friendly and kind (Standard 3.9)
- I enjoy coming, it makes me feel good. It's good to listen to others
- I really appreciate that I get picked up and dropped off safely – the driver is a gentleman (Standard 3.25)

Discussion and Analysis

The results of this audit are evidence of the Core Values and Mission Statement of the Organisation in action:

- *Dignity*
- *Advocacy*
- *Quality of Service*
- *Compassion*
- *Justice.*

In total, at least 16 of the Health and Social Care Standards were demonstrated from the comments made by the patients when questioned about their care and support.

From the audit, it can be clearly stated that the Edwina Bradley Day Hospice Service is meeting the Symptom Management needs of the patients that attend. 100% of the patients were assessed within their initial 2 visits, with everyone's care needs and symptoms reviewed on a regular basis thereafter.

In addition to this, all patients were aware of the facilities available to them within the Hospice. One patient explained that this was done during a tour, which the team offer to all new patients.

In regard to the therapies on offer, all of the patients asked found them to be beneficial; highlights included the Cat Out of the Bag Discussion Group, Diversional Therapies and Mindfulness. Unfortunately, one patient did not think that all the therapies met their needs as they do not enjoy the diversional activities. This highlights the careful balance that must be maintained to meet all patients' needs. However, they did note that many of the therapies were beneficial to them.

Further to this, all of the patients asked feel able to discuss their concerns. One comment of note is that the staff are all "so nice and so good." This suggests that the patients are able to trust and feel supported by the team.

Ten of the eleven patients felt the Day Hospice met their spiritual needs. The patient who replied "no" chose not to comment on how we could improve upon this. All patients were offered attendance to religious services. The importance of this was highlighted by one patient's comment that "mass is like therapy to me". The team must continue to be mindful of people's religious and spiritual needs.

Following from this, 100% of the patients felt they were provided with meals that met their needs. One patient mentioned that she is given meals that meet her Halal diet. This again demonstrates the whole Hospice approached to providing holistic care for the patients.

Lastly, patients were asked to rate their level of satisfaction with the service. 64% of patients felt the service was excellent, 27% felt it was Very Good and one patient felt it was good. All patients were asked for additional feedback. In particular, those who did

not rate the service Excellent were asked how we could improve.

The patient, who rated the service good, wanted a bigger variety of exercise and felt frustrated when other patients did not wish to participate in the exercise group. From the last Exercise Audit, 100% of patients felt the level of exercise was “just right”. So, the team has agreed to offer this lady more targeted exercise alongside the group exercise which must cater to the needs of the Day Hospice patients as a whole. The exercise group will be re-audited in July.

From those that rated the service, Very Good, one patient commented that they were unsure “what you could do to be excellent.” Other suggestions included having a private space in the garden allocated to the Day Hospice.

However, the majority of patients do find the service offered to be excellent. They felt that the Edwina Bradley Day Hospice has a “lovely environment” and that “the staff are wonderful and attend to all your needs”.

From the results of the audit, the team and the Service provided by the Edwina Bradley Day Hospice continue to meet the philosophy and aims of the Hospice. This is reflective of the Mission Statement and Core Values of the Organisation in action. However, what has been highlighted is the need to continue to look creatively at patients’ needs – as a therapy which is of most benefit to one patient, may not meet the needs of the other.

This is important if we are to make all patients feel this way: “Coming to the Day Hospice has changed my life – I feel better about my life and symptoms.”

Action Plan:

- To continue to ensure the Core Values and Mission Statement of the Organisation continue to underpin all interactions, decision making and care
- To maintain treatment plans which provide individual treatments, therapies and activities which suit patients’ needs and are discussed with the patient.
- To continue to liaise with staff from other departments to ensure seamless care
- To continue to liaise with Chefs and Kitchen staff to ensure individual needs are met with regards to meals
- Information leaflets to continue to be given to patients on first attendance and with discussion and orientation.
- For Edwina Bradley Day Hospice staff to continue to work as part of the Hospice Multi Professional Team
- For staff to continue to attend the Hospice Multi Professional Team Meetings, sharing practice, sharing advice, learning and teaching
- For staff to continue to access available education
- Appraisal system continues in practice and assists in identifying learning needs and accessing appropriate education.
- To continue to ensure staff are up to date with mandatory training
- To carry out further patient satisfaction audits for patients attending the Edwina Bradley Day Hospice

Dissemination of Results:

Results are forwarded to Sister Rita, The Chief Executive, and shared with the Board of Directors. They are made available to and discussed with the Edwina Bradley Day Hospice team and also at Multi Professional Team Meetings. They are available to and discussed at Senior Management Meetings and Clinical Governance meetings to ensure action plans are acted upon and are also available for Inspectors to the Organisation.

Patients may see the results at any time as they are available within the Edwina Bradley Day Hospice.

***We don't do adequate, we strive for perfection.
Sister Rita, Chief Executive***