

# Holy Cross Hospital Report on Patient Survey 2011

## 1. Introduction

An annual patient survey is undertaken at Holy Cross Hospital to measure our levels of service as perceived by patients and their families. The information is used to assist us in continual improvement and as evidence of the quality and safety of the service that we provide. Questionnaires are mostly returned anonymously and therefore we are not able to follow up on specific concerns relating to individuals. However whenever concerns are raised we will consider very carefully the need for action generally.

This year there was a change in the questionnaire sent out to patients and relatives. We adopted the NHS standard survey because so many of our patients are NHS funded. As a result, we are unable to make direct comparison with previous surveys. We invited comments about the questionnaire itself but we received none.

The survey is divided into the following sections:

Q1-3	General information and overall opinion
Q4-5	Care and Care Plan
Q6-7	Catering and Housekeeping
Q8-10	The Hospital and Social Activities

## 2. Results

Twenty-four completed questionnaires were returned, representing a 62% response; five of these (21%) were completed by resident patients, fifteen (63%) by relatives, two (8%) by friends and two (8%) others (at least one by a respite patient). The majority of forms had a number of blanks; it is assumed the respondents felt not all questions were relevant to them.

### 2.1. Overall Opinion

Overall opinion of the Hospital is very high. This question was rated from 0 to 4 with 83% of respondents rating the Hospital as 4 and the remainder a 3 rating, giving an average score of 3.83. Overall opinion of care and attention provided by nurses and carers was also very high with 83% giving the highest 4 rating and the remainder rating care as 3, for an average score of 3.83. All twenty-four respondents answered both questions.

### 2.2. Care and Care Plan

95% of 21 respondents that answered this question always or mostly had trust and confidence in the staff looking after them and 86% felt that staff always or mostly had a shared understanding of the patient's needs. 95% of 20 respondents felt they were always or mostly treated with respect and dignity with 18 respondents (90%) answering "Always" to this question.

Of those who completed the section, over half of respondents said they had seen their personalised care plan, and just under half said they had been consulted upon changes to it. The responses reflect the widely differing situations between patients who are able to answer for themselves and relatives or friends who answer on behalf of a patient who is either unable to communicate or to understand.

### 2.4. Catering and Housekeeping

Many respondents chose not to answer questions relating to catering as they were not relevant. Seven of fourteen respondents gave an overall rating of 4 for food and drink, three rated it as 3, three rated it as 2 and one rated it as 0. 86% of 14 respondents felt they had enough food and drink available to them, 75% of 12 respondents replied that the food was of a quality they would expect and all twelve respondents said that food arrived at an appropriate temperature. We will continue our efforts to understand what people find good or not-so-good about the Catering Service.

74% of 23 respondents rated the housekeeping service with the top score of 4, the remaining 26% rated the service as 3.

### 2.5. The Hospital and Social Activities

83% of 24 respondents rated how the hospital is run with a 4, the rest rated the running of the hospital with a 3, giving an average score of 3.83.

90% of 21 respondents were satisfied with the range of social activities available to them and 75% of 20 respondents replied that they did not have to miss out on all or part of a social activity due to staff shortage.

22 of 23 respondents declared they were satisfied with the quality and comfort of bedrooms, and all 21 respondents were satisfied with the quality and comfort of bathrooms and all 22 with that of communal areas. One commented that the bedroom needs redecoration and new curtains and that the wash basin is too deep. We will review generally the need for action on these items.

### 2.8. Comments recorded in box at end of questionnaire

The last section of the questionnaire invited comments. The majority were very positive, illustrated by the following examples:

- *Very satisfied with the quality of service and care our relative receives.*
- *We are very satisfied with the care given to my son & although he cannot ask questions we always find the staff very helpful when we ask about his care. ALL staff are very pleasant.*
- *My respite care in Holy Cross has improved my physical and emotional wellbeing. Therefore I can continue to live a reasonable independent at home.*
- *The service my son receives is of an excellent standard and I am extremely grateful for the care the staff and Holy Cross provide for him.*

One family commented unfavourably about lack of information being shared about the patient. In two cases very positive comments cannot be included in this report because permission to share was withheld.

## 2. Summary and conclusions

We received more responses than last year and the highest response rate since records began in 2005. Rated responses on the NHS survey are rated on a 5-point scale from 0 to 4 and are roughly equivalent to our rated responses in previous years that were rated on a 5-point scale from Poor to Excellent. The results are once again overwhelmingly positive with 77% of rated responses scored at 4, at the very top of the scale, 19% rated as 3; 3% were rated as 2, in the middle of the scale, and 1% (1 response) rated as 0.

The responses to the survey display a continuing high level of confidence in the capabilities of the nurses and therapists and notable improvements to already high ratings. The results of the survey will be shared with the Advisory Committee, the Care Quality Commission and with staff and volunteers.

As always, thank you to all respondents for taking the time to complete the questionnaire. Their opinions are highly valued and help us to understand our quality of service and identify where we can make improvements.

Simon Burchell  
Administration Team Leader  
May 2011

Total rated responses

