

## Holy Cross Hospital Report on Patient Survey 2010

### 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; it is also a requirement of the Healthcare Commission.

The questionnaires used in 2008 and 2009 were slightly amended and sent to forty patients or relatives as seemed most appropriate. The survey is divided into the following sections:

- First Impressions
- Medical Care
- Nurses and Therapists
- Spiritual Needs
- Social Activities
- Accommodation and Privacy
- Catering
- Visiting Arrangements
- General
- About You

### 2. Results

Eighteen completed questionnaires were returned, representing a 45% response; five of these (28%) were completed by patients, twelve (67%) by relatives or friends and one (5%) jointly by a patient and relative. The majority of forms had a number of blanks; it is assumed the respondents felt not all questions were relevant to them.

#### 2.1. First impressions

This focused on the pre-admission phase as well as the day of admission. 5 respondents filled in at least part of this section of the form. Information provided on a pre-admission visit was rated very good or excellent by all respondents. The preparedness of the hospital on arrival, friendliness of staff and overall first impression was rated very good or excellent by all 5 respondents.

#### 2.2. Medical care, nurses and therapists

93% of respondents had met with their Consultant and all 16 of them could easily understand information provided most or all of the time. All were given enough time to ask questions and discuss treatment at least most of the time. 94% were completely satisfied with medical care received, with the remainder satisfied most of the time.

All 17 respondents who answered this question knew some or all of the nurses' and therapists' names. 94% of respondents were satisfied at least most of the time with the nurses' response time to their calls. 94% were completely satisfied with the amount of care and attention they received from nurses and therapists, an improvement of 25% on last year.

All 16 respondents had confidence in the capabilities of nurses and therapists at least most of the time, with a 13% increase in those completely satisfied. All respondents were satisfied that care was being personalised to individual needs at least most of the time. The responses demonstrate a continued high level of confidence in the capabilities of the nurses and therapists.

#### 2.4. Spiritual needs and social activities

All 13 respondents felt that their spiritual needs were being met.

All 12 respondents who had joined in social activities rated them in the good to excellent range.

#### 2.6. Accommodation and privacy

All respondents felt a suitable balance between staff attending to them and respecting privacy was accomplished at least most of the time. 94% rated bedroom comfort and cleanliness in the good to excellent range and all respondents rated the bathroom facilities positively.

#### 2.7. Catering

7 respondents rated variety and choice of food as good to excellent and 2 as fair. 78% of respondents rated the variety, choice and quality of food positively. 71% rated their impressions

of the patients' dining facilities positively. Once again all respondents rated the dining facilities for relatives and the friendliness and helpfulness of catering staff positively with an increase from 64% to 73% in those rating the catering staff as excellent.

## 2.8. General

Once again all respondents felt they were treated with respect and dignity and all felt that the patient's guide was useful. All respondents rated the overall appearance of the hospital in the very good to excellent range; care of visitors and message handling were rated positively by all respondents. 94% of respondents felt they were able to raise concerns and all felt that any concerns raised had been handled sensitively and resolved to their satisfaction.

The last section of the questionnaire invited comments and suggestions. The majority of responses were very positive, as demonstrated by the following examples:

- *'Patients are always clean and cared for. Staff seem to genuinely look after them.'*
- *'[My relative] is well cared for, his needs met & it is clear that the staff have a genuine compassion for him & the other patients which is obvious in their care.'*
- *'The general atmosphere here is extremely positive. The level of care is excellent and there is an in depth understanding of the needs of patients with brain injuries...'*
- *'[The patient's] family are very happy with the care which he is receiving - thanks to the staff for all their hard work.'*
- *'The care [my wife] receives is exemplary and...compassionate. I could not wish for her to be anywhere else.'*
- *'I would just like to thank everyone at the hospital... [my husband] is always treated with dignity & respect, & this gives me great comfort. His care is second to none. [The hospital] is an inspirational place to be.'*
- *[My son's care] has been done with kindness, care, attention to detail, diligence [and] professionalism...my thanks go to all those involved and my congratulations too!*

## 2. Summary and conclusions

We received the same amount of responses as last year. The results are overwhelmingly positive with 93% of rated responses falling in the good to excellent range. A variety of comments and suggestions were received and these will be acted upon wherever possible.

Ratings for first impressions of the hospital are higher than those during and prior to building work that affected the main entrance and routes through the hospital in 2008-9. Additionally, most questions in the Nurses and Therapists section show improved ratings since 2009. Complete satisfaction with medical care also rose from 75% to 94%.

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 disseminated to the Advisory Committee, Management Team as well as all 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 maintain our quality of service.

Simon Burchell  
Administration Team Leader  
May 2010

**Total rated responses**

