

Holy Cross Hospital Report on Patient Survey 2007

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 Commission¹.

The questionnaire used in 2006 was slightly amended and sent to forty patients or relatives as seemed most appropriate. The sections included:

- First impressions
- Medical care
- Nurses and therapists
- Social activities
- Accommodation and privacy
- Catering
- General

Space was allowed for comments under each section.

2. Results

Twenty two (55%) completed questionnaires were returned; five were completed by patients and the remaining seventeen by relatives or friends. Most 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. Out of the nineteen responses eleven had received information about Holy Cross prior to admission and only one was left with any questions.

Fourteen respondents visited the hospital prior to admission, ten rated the information they received on the visit as excellent or very good, one as good and one as fair.

Comments received were:

*Nothing more could have been done it was excellent in every way
We were not sure what clothing to bring or laundry facilities
The admission was made quickly and the whole preparation was good
I had questions regarding the organisation and equipment of the hospital*

Overall first impressions on admission were excellent or very good in eighteen out of twenty respondents. All areas from the hospital being

¹ National Minimum Standards (Standard C6)

prepared for arrival to the way the way staff put new admissions at ease were rated highly.

Comments received were:

'There was a very friendly atmosphere, much more homely than intensive care'

2.2. Medical care

Fourteen respondents had met the Consultant and all felt they could easily understand information provided, were given enough time to ask questions and discuss treatment at least most of the time. One comment stated 'not often enough' in relation to the question 'have you been able to meet your Consultant'. Fifteen were satisfied with medical care received and one was satisfied most of the time.

Comments received were:

'I have met the Consultant a few times only perhaps I should have made more effort'

'I was not informed my husband was to be seen by an optician, I would have wished to be present'

'I like to know about changes as soon as possible'

'The consultant is very helpful, the patient is included in decision making'

'The medical officers are good'

2.3. Nurse and therapists

All respondents knew all or at least some of the nurses and therapists names. The responses demonstrated a high level of confidence in the capabilities of the nurses and therapists with a very high percentage feeling reassured by the amount of care and attention personalised to their needs they received.

Comments received were:

'Some nurse only answer your buzzer if you are in their team'

'Have noticed a considerable improvement in efficiency and morale since no agency staff'

'Health and safety issues take care and control away from families but understand'

'Nurses and therapists always chatty, pleasant and caring'

'The answers given are from the results I can see'

2.4. Social activities

Fifteen respondents had joined in social activities and all rated them as excellent (5), very good (9) or good (1).

Comments and suggestions received were:

'I am pleased to be able to join activities. It is the highlight of my week if I am able to go to the shops or garden centre'

2.5. Accommodation and privacy

82% of respondents felt a suitable balance between staff attending to them and respecting privacy was achieved with the remaining 18% feeling it was achieved most of the time. Only one respondent was bothered by noise either at night or from patients in adjacent rooms.

91% considered the comfort and cleanliness of bedrooms bathrooms and communal areas to be excellent or very good with 8% rating them as good and 1% fair.

Comments received were:

'New commodes needed'

'Would like more space to hang out and mingle with other patients and relatives'

'Sometimes there is little room in communal areas due to wheelchairs'

2.6. Catering

This section had the lowest number of responses most likely due to low number of patients able to enjoy this service.

Responses relating to variety, choice, quality and temperature of food and meeting dietary need resulted in 88% rating these aspects as excellent or very good, 3% as good and 8% as fair.

Comments received were:

'We were always able to make ourselves cups of tea'

'I have raised issues with nurses and catering staff and it has improved'

'Is it possible to have sardines and kippers regularly?'

2.7. General

100% of respondents answering the questions felt they were treated with respect and dignity and able to raise concerns. Where concerns had been raised all felt they were handled sensitively and resolved to their satisfaction.

The overall appearance of the hospital and care of visitors scored very highly with 91% excellent or very good and 6% good and 3% fair.

Although the section on handling messages and calls and internal directions scored well, further work is needed to achieve improvements.

Comments received were:

'As a relative I can raise concerns at any time and it is reassuring to get excellent cooperation and answers'

'Map at entrance showing lifts, toilets, staff offices and dining room'

The last section of the questionnaire invited comments and suggestions. Responses were as follows:

Satisfactory or unsatisfactory aspects

'Friendliness of staff and being able to make own drinks'

Staff, food and living quarters all very good, have no complaints'

'We thought everyone was very friendly and the care was good'

'We were impressed by the Christmas celebrations, decorations, carol singing, presents and the general spirit'

'Peacefulness of the place'

'Expertise of staff'

'Patient's dignity maintained'

'Very satisfactory in privacy and cleanliness'

'I think medical and nursing care are very good'

'I now feel I have input into my life whereas before I felt controlled, I know this is a difficult balance'

Suggestions for improvement

'Hard to improve'

'When there is a change of policy it would be nice to have the reasons explained;

'Better communication don't know how well or badly he is doing in physio'

'Use of email for updating or things that are needed'

'Aromatherapy, art weekly, someone to help with my flowers occasionally, help with filing papers etc.'

'Hand washing or low temperature wash for some of my tops'

Other comments or suggestions

'My father has been in three hospitals and two rehab centres this being his third. We can't express enough how impressed we are with both the facilities, which are always spotless. The nursing staff are exceptional. We could not ask for more'

'The volunteers are an invaluable part of the hospital'

'Thanks for all the kindness you always show to my sister and myself whenever I come to see her'

'Interrelationships between management and staff at lunchtime in the staff dining room is friendly and relaxed'

'May I suggest that if the patient or relatives decide to acquire a piece of furniture that it be on wheels and easy to keep clean'

'I now feel happy and part of the Holy Cross'

3. Summary and conclusions

The results show a high level of satisfaction in all areas with the majority of responses being extremely positive.

Whilst the results are very pleasing and encouraging there are some valid comments and suggestions, which have been noted and will be acted upon wherever possible. The results of the survey will be disseminated to the Advisory Committee, Management Team as well as all staff and volunteers.

Thanks to all respondents for their honesty, kind words and helpful suggestions.

Carol Fowlie
Director of Clinical Services
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